

Covid-19 - Keeping everyone safe

Introduction

This document is designed to provide guests to Clock House B&B with a description of the cleaning standards adopted for the B&B accommodation between each guest booking to minimise the risk of transmission of Covid-19. Cleanliness is incredibly important to us and we understand that it plays a key part in the health and safety, satisfaction, and overall experience of your holiday. Now more than ever, it is critical to reduce the risk of spreading infection.

Pre-stay

1. **Minimum Stay** We are extending our minimum stay to 2 nights until further notice. This will reduce the frequency of guest changeovers, and therefore the number of different people guests encounter whilst staying with us.
2. **Payment** On booking, all guests will be asked for full payment in advance
3. **Guest Health** We ask all guests to be vigilant about their own health. Please do not come if you have coronavirus symptoms or you have had in the last week; if someone you live with has or has had coronavirus symptoms recently, or if you have been in contact with someone you know has had coronavirus.

Meet and Greet

1. **Check-in** We ask guests not to arrive before check-in time at 4pm. We need all the available time to manage our change-over and to make sure your room has been cleaned and sanitised.
2. **Key Collection** Guests are asked to telephone to announce their arrival in the B&B private car park. We will come out to greet you and show you to your room. You will have the option of coming and going either through the main lobby or through your own French doors into your room.

Cleaning between Guests

1. Cleaning solutions with diluted household bleach or at least 70% alcohol are believed to be effective against Covid-19. We will use the appropriate product which will be left on surfaces for the required time to kill the virus. Products showing EN14675 or EN14476 will be used and we will follow the manufacturer's guidelines. All cleaning cloths, mops, and towels will be changed, disposed of, or laundered appropriately between each clean.
2. Waste bins will be emptied and cleaned inside and out between stays.
3. To make thorough cleaning more efficient, all unnecessary items and ornaments that could be regularly touched will be removed and we will declutter where possible, including removal of loose cushions and throws.
4. Antibacterial Surface Cleanser spray will be used to sanitise frequent contact surfaces, e.g. door handles, TV remote control, room keys, light switches, taps, kettle, bedside table
5. Windows and doors will be opened during cleaning to allow for ventilation.

6. Government guidelines will be followed regarding PPE for cleaners, owners and contractors. Items such as disposable gloves, aprons, and masks, which will be changed between cleans – will be issued and used. Hand sanitiser will be available and frequent hand washing mandatory.

Daily Room Cleaning

- 1 We have regretfully decided we will not service guest rooms on a daily basis. This will create a safe haven guests can be confident no one else has entered.
- 2 Used crockery and teaspoons can be left on the room tray outside your bedroom door. We will replace these and additional tea and coffee sachets and leave them on the tray outside your room.
- 3 Waste of any kind should be placed in the plastic bag inside the waste bins and tied. Please leave the tied up back outside your room for us to collect and dispose of.
- 4 Spare waste bags can be found in the drawer in the dressing table.

Bed Linen & Laundry

- 1 Guests are requested to strip their bed prior to departing the property and place the linen and towels in the washable laundry bag provided. The laundry bag will be taken to be laundered or wiped and cleaned using disinfectant. The bagged laundry will be removed from the property before cleaning.
- 2 The same applies to towels, bathmats. Pillow and mattress protectors will also be laundered between changeovers.

Guest safety

Anti-bacterial wipes and hand sanitisers are provided in guest bedrooms and public areas for use by guests.

Breakfast

We will be introducing a staggered breakfast service to ensure social distancing rules are observed. Time will be agreed with each party for each morning's breakfast service.

Check-Out

We ask guests to check-out at our usual time of 10am. This is to give us vital time to undertake the necessary cleaning and disinfecting regime before any new guests arrive.

Liability

- 1 We accept no liability for a guest contracting COVID-19 during their stay. We will do our very best to make the B&B as safe and clean environment as possible, but we cannot control guest movements, the people they meet, or the standard of hygiene at other establishments they may visit.
- 2 **Be assured we would not knowingly put any of our guests at risk, and ask you do the same for us.**