



## Health and Hygiene at Gages Mill

We welcome our guests back to this beautiful part of the world again while recognising that the health and welfare of our guests - and of our family - is paramount. This document is our “**Covid - 19 Secure Policy**” which sets out how we seek to achieve that. Please do take the time to read the policies below in full before you arrive as these form part of our Terms and Conditions.

Whilst we have tried to think of everything, as this is a constantly changing situation and we are all learning as we go please be aware that we may need to change these policies at anytime and at very short notice.

### SUMMARY

We will:

- ★ Keep you and us as safe as we can by maintaining a 2m distance.
- ★ Wash our hands regularly. Please wash yours regularly too.
- ★ Reduce the number of rooms occupied to facilitate social distancing.
- ★ Reorganise our breakfast room to enable social distancing.
- ★ Serve you breakfast at your table – there will be no buffet.
- ★ Reinforce our normal high levels of cleanliness with extra cleaning protocols including sanitising touch points regularly.
- ★ Suspend our daily housekeeping/room cleaning during your stay.

We follow all current government guidelines together with industry guidelines and best practices.

If you are happy with this policy, we will be delighted to welcome you back this year but please do not come and stay if you or anyone you are travelling with are displaying symptoms.

We set out below our current proposals for how to reopen safely in more detail.

### GENERAL

#### Dealing with infections

- Please do not stay with us if you or any of your group are showing Covid-19 symptoms, i.e. a continuous cough, a fever/high temperature or a loss/change of taste and smell or if you have been in contact within the last seven days with someone who has those symptoms.
- If you need to cancel at short notice because you need to self-isolate because of Covid-19 please contact us to see if we can move your booking to another date.

- Please inform us immediately if you feel unwell or develop symptoms during your stay. You should check out if you are well enough to travel home and self-isolate. If you are not well enough to travel, you must remain in your room and telephone NHS on 111 to ask for further advice. If you are told to remain in your accommodation, you will be charged for any extra days you spend with us. We recommend taking out travel insurance for this eventuality.
- Should any of my family test positive for coronavirus or need to self-isolate we may need to cancel your booking at short notice. A full refund or alternative dates will be offered.

### **Social distancing**

- Social distancing must always be adhered to. Please take particular care if arriving/departing the guesthouse at the same time as other guests.
- Our breakfast room will be set up to allow 2m distancing.
- The corridors and hallways at Gages Mill are narrow. If you see someone coming please stand back into your room until they pass. Equally, please give way to people you encounter on the staircases.

### **Hygiene**

- Hand sanitiser is available for use on arrival in the reception area and in the breakfast room. Please use it on entering and exiting these areas. Please do not remove the sanitisers.
- Our cleaning product meets European Standard BS EN 14476 against Coronavirus.
- Hand washing remains of paramount importance. We will wash our hands regularly. Please wash your hands as soon as you enter your bedroom and immediately before leaving it. This will reduce any possible infection onto touch points in communal areas.
- We will be keeping a careful eye on touch points – including doors and handles, banisters, and light switches – which will regularly be sanitised
- We ask that you download the track and trace app when it is operational

### **CHECK-IN**

- Our check-in is from 5pm onwards. We will ask you for an approximate time of arrival and where necessary may have to ask you to move it to avoid another guest arrival.
- If we see you arrive, we will open the front door for you.
- Hand sanitiser is available as you enter the house. Use it whenever you enter the building.
- For the majority of guests, documentation will have been completed online so there will not be anything else to complete or sign. Your keys will be placed out for you and will have been sanitised after they were last used.
- If you do not need help with your bags, we will direct you to your room. If you do need help with your bags, we will follow you to your room but will leave your bags outside your door. We will ensure our hands are sanitised before and afterwards.
- Inside the room will be a comprehensive Room Pack. This single use document will be recycled once you have departed.
- If you need our assistance during your stay, we will ask you to text us on the number which is in your room pack. If you do not have a mobile phone, we can direct you to our internal doorbell to our annexe.

## **GUEST ROOMS**

- Your room will have been thoroughly cleaned and sanitised before you arrive. Decorative cushions and runners have been removed to make cleaning and sanitising more effective.
- If you are staying with us for more than two nights, we will give you a laundry bag to place your dirty towels in and provide fresh towels if so required. All the linen and towel are laundered at 60°C.
- Your rooms will not be cleaned during stays of four days or less. There is a form in the Room Pack for you to request replacement of consumables each day.
- If your stay is more than four nights, we will agree a time to enter your bedroom to clean it and change the sheets. We wear the correct PPE to carry this out safely. If you would prefer us not to enter the room, this is no problem – just let us know.
- We ask that you empty your waste bin and leave it outside your door with any used crockery when you depart for the day. There are clean bin-bags in the waste bin.

## **BREAKFAST**

- To aid social distancing, there will be two breakfast sittings: 8 and 8:30am
- You can choose your breakfast from the menu that we will give you on arrival. Preserves, butter etc. are available on request. The buffet service has been suspended.
- Your breakfast will be delivered to an empty table for you to collect. Please return dirty crockery to that table for us to take away.

## **TOILETS**

- Please use the facilities in your room. The communal toilets outside the breakfast room and on the first floor will not be in use.

## **GUEST LOUNGE AND HONESTY BAR**

- The guest lounge will be sanitised every morning.
- It isn't possible to maintain 2m distancing in the Guest Lounge so If there is another party there before you please do not sit there as well.
- Our rooms do not have televisions, so we suggest that you bring a laptop to watch tv/films on. Please note that our Wi-Fi is not brilliant, so it is better to download programmes before you arrive rather than attempt to stream them.
- We will not be able to operate our honesty bar – but will supply drinks when we are around.

## **CHECK OUT**

- Before you leave please open the windows in your room.
- Please leave out the hairdryer if you have used it.

## **LOCAL AMENITIES**

- If you are planning to visit local amenities, we suggest you check to see if they are open. Most local tourist attractions are operating a 'book online' system, so we recommend you book these before your arrival. Local pubs, restaurants and cafes will also be operating a booking system, and again we suggest you book these prior to your arrival

Thank you for taking the time to read this policy in full. We look forward to seeing you soon.

Kate and Nathan

