

Government Guidance, Best Practice & Review

Your 'Guest Experience' at The Knowe B&B may seem a little different as we all adapt to a new normal, but we want to reassure you that the measures we're putting in place are designed to keep everyone safe.

Ultimately, we will continue to care for you during your stay with the same attention to detail and unique, personalised service that guests have come to expect at The Knowe B&B. We'll carry out the following measures in a way that remains true to who we are. Whilst health and safety are our top priority, we still want you to be able to relax in a space that feels familiar. We will continue to follow and review all government guidance and industry advice, working on best practice at all times to ensure your consumer confidence, personal comfort and guest experience are not compromised.

Capacity

We have two guest bedrooms at The Knowe B&B so we're a relatively small establishment. This offers you the added luxury of knowing your stay will be secluded, non-intrusive and the perfect getaway with your privacy, safety and comfort in mind. Other than your individually designed guest bedroom, we have two wonderful areas in which you can relax; our Guest Sitting Room and our Garden Room. Ensuring enough space for you and any fellow guests to relax separately, adhering to physical distancing restrictions.

Cleaning

As an award-winning, four-star accredited B&B we already operate strict cleaning regimes and have been complimented on these many times. We will now be taking extra steps to ensure that all areas are thoroughly sanitised and compliant. We will pay particular attention to high traffic surfaces ensuring they are regularly cleaned with appropriate anti-bacterial solutions. Hand sanitiser will be made available for guest use and situated conveniently in our Entrance Hall and Dining Room.

Prior to your stay

We continue to ensure that all guests receive a 'Welcome' email prior to their arrival date, outlining a summary of the special measures we have put in place to ensure their comfort and safety. We also urge you to visit our website; www.theknowe.com and read the additional information it offers to assist in planning your stay. *Please be mindful that all tourism related businesses are affected by Covid-19 precautionary measures at present, therefore planning ahead is essential.*

Checking-in & Checking Out

Maintaining a physical distance between guests is essential and we aim to make our check-in and check-out procedures as quick and seamless as possible whilst ensuring everyone's safety at all times. At check-in you will be greeted by Karen personally and shown to your room. Breakfast options will be discussed, and you will be issued with your room key. During your stay, if not sooner as in some cases, your room bill will be charged to the payment card details that you supplied when you made your reservation. This ensures that no physical payment transaction need take place. If an invoice/receipt is required this can be supplied electronically, please ask.

Breakfast

Whilst dining, it is virtually impossible to remove every risk. Therefore, our policy is to mitigate the risk through best practice and regular risk assessment. We will take all necessary measures to deliver minimum contact, ensure hygiene standards are met and physical distancing restrictions are adhered to at all times.

In order to maintain physical distancing and ensure that each guest party can enjoy their breakfast privately, we will ask you to pre-book your preferred breakfast serving time the night prior; choosing either 07:30am, 08:30am or 09:30am. Breakfast sittings will be limited to 45 mins in order to ensure that each guest party has time to dine leisurely, leaving adequate time for us to clear, clean and sanitise the area ready to welcome our next guests to breakfast.

We will also ask that you kindly pre-order your breakfast of choice by using our Breakfast Selector Menu. This allows us to cook to order in a timely manner, whilst still complying with our 'Sustainability Policy' and avoiding any unnecessary food waste.

Hand sanitiser will be available within the dining room for guest use. We have also made a number of other small changes to our breakfast offering to help mitigate unnecessary risk, e.g. the removal of all communal self-service utensils and the introduction of single-use condiments, napkins etc

Local Information

We have always taken pride in the variety and amount of information we offer to guests at The Knowe B&B, helping them to get the most out of the local area during their stay. We have retained our Guest Information Folders; located in our guest bedrooms which are packed full of useful information including the best local attractions and recommended places to eat. These are wipe-clean folders and special care will be given to ensuring you can handle them with complete confidence during your stay. Unfortunately, we will be removing all other leaflet, brochure and magazine racks in an attempt to prevent cross-contamination. However, we are happy to supply guests with handy single-use leaflets and maps on request, which can be enjoyed and then discarded when they are finished with. We have much knowledge of the surrounding area and we are still very happy to share our recommendations with you verbally....at a safe distance of course!

Guest Responsibilities and Cancellation

We firmly believe that precautionary behaviour requires joint effort, so we urge you to please use maximum common sense and play your own part in keeping everyone safe during your stay with us. We politely remind you of the physical distancing and regular hand-washing requirements which have been laid out by Government for your own protection. Plus, it is now a MANDATORY requirement, as of Monday 14th September 2020, that customers in all hospitality premises wear face coverings whenever they are moving around and not eating or drinking. We have always enjoyed social interaction with our guests, but we are now acutely aware that face-to-face conversations should be restricted. However, we are always at hand to assist you should you require anything during your stay, please ask. Importantly, we will not continue to trade if any of our team are displaying symptoms of Covid-19 and we would ask you to exercise the same cautionary approach. **IMPORTANT - If your reservation becomes at risk due to Covid-19 related issues or enforced lockdown/travel restrictions you must contact us immediately to discuss alternative options, our normal cancellation policy will otherwise remain in force.**

This policy is a 'living' document and will be regularly reviewed and updated in line with government guidance. If you have any questions about its content or recommendations of how we might improve it, please get in touch via email: knowestay@btinternet.com Thank you

Updated September 2020