

## COVID-19 Guest Information

We have completed our Covid19 risk assessment in line with government, industry body and local authority guidelines and are pleased to confirm that we comply fully in all respects. This will be regularly reviewed and updated as necessary in accordance with any new or changed guidance.

We hope this will give you confidence that we really are ready and safe to reopen and welcome you back. Please see below the measures we are taking to ensure the safety of our customer and ourselves:

### Symptoms

If you have any symptoms such as a temperature, cough, loss of taste or smell please inform us immediately. We have a contactless thermometer to check your temperature should you need to check. There is also medical information in your welcome pack.

Masks are available in the hall by the front door.

### Hand Washing

Hand washing facilities with soap and water have been provided and are maintained in a clean and hygienic condition. Stringent hand washing and drying taking place

Hand sanitizer facilities are located in reception, the dining room and guest rooms. Please use these regularly.

### Frequent Cleaning

We are cleaning and disinfecting objects and surfaces that are touched regularly, particularly in areas of high use such as door handles, stair banisters, light switches and reception areas using appropriate cleaning products and method.

### Check in Procedures

- If you arrive at the same time as other guests we may ask you to wait in order to maintain social distancing.
- We will ask you to carry your own luggage to your room, although we will still be able to help if this is physically not possible for you
- When we welcome you to Castle View B & B we will explain we will be maintaining appropriate social distancing at all times.
- We will direct you to the hand sanitizer as soon as you enter our B&B.
- Check in desk – we will ask you to maintain a social distance while completing the required documentation for your stay.



- Pens will be sanitized between uses.
- Your room and the common areas of the B&B will have been cleaned prior to arrival and in accordance with stated guidelines.

## Your room

You will notice some changes in your room. These include:

- Use of sealed biscuits. Tea, coffee and sugar jars are sanitized before your arrival.
- Fresh crockery is placed in the room before your arrival, this has been washed by hand then in the dishwasher.
- Cushions or throws on the bed will be removed either washed, isolated or steamed after each guest.
- Disposable water bottles are provided in the fridge
- A laminated guest welcome pack to allow for sanitizing.
- Refills of refreshments, cups, bottled water, tea / coffee are available for guests to collect from the dining room.
- Fresh towels are available on request which will be left outside your room.
- Toilet rolls, additional rubbish bags can be found in your en-suite under the sink unit.

### Guests staying more than one night:

- We **will not** enter or service your room during your stay unless an emergency.
- If you are staying more than 3 nights and require housekeeping you will be asked to leave the room by 10am to allow this to take place.

### Please leave the following outside your door:

- Any bagged rubbish.
- Any used towels in the laundry bag provided.
- Used cups, crockery.

## Communal areas

- Please keep social distancing at all times when in the property
- Warkworth and Alnwick rooms are located on the first floor so if staying in either please avoid crossing paths with other guests on the stairs.
- Doors will be propped open where possible.
- Use hand sanitizer before leaving your room to reduce cross contamination on hand rails and door handles.

## Breakfast

- Guests should sanitize hands prior to using the buffet and should not pick up items unless they intend to use them.
- If guests use condiments please leave them on your table so they can be sanitized before being returned to the buffet table
- Cooked breakfast **MUST** be pre-ordered by 8pm using the breakfast form provided and placed in the rack outside of the guest dining room door.
- We have a separate table for each guest room in our dining room, an appropriate distance apart. Guests should sit at the table with the number that matches their bedroom door and use this table for the duration of their stay
- You will be asked to attend the dining room at an agreed time slot. This must be booked the day prior, we will attempt to stagger guests use where possible.
- There may be some overlap of guests in the dining room so we ask only 1 party use the buffet at any given time.
- Guests should also sanitize hands when departing the dining room.
- Vulnerable guests may choose to have breakfast delivered to their room.

## Departure

- Contactless payments will be made where possible to reduce cash handling.
- Please check out by 10am and leave your keys in the post box behind the reception desk or hanging in your door.
- Please **DO NOT** strip your bed. We will strip and clean your room after you have left, using appropriate PPE.

We thank you for your co-operation in ensuring we all stay safe!

Enjoy your stay!

Carmen & Dave