

LAKESIDE HOUSE KESWICK

Re-opening Guidelines 2020/2021

#StopTheSpread

LAKESIDE HOUSE KESWICK

What are we doing at LakeSide House ?

Here at LakeSide House we have been working hard to ensure that when we re-open we do so in the safest way possible for our valued guests and our staff.

We have always carried a 5 out of 5 star rating for cleanliness for both the food preparation areas and the bedrooms and bathrooms. We will enhance this with new measures in order to keep it at bay for us all.

We will continue to offer a "contactless" check in system with keys and instructions left on the front desk.

Before you arrived you will have received an email which confirms your lack of symptoms and exposure to Covid 19 and also confirms that you have read and understood the measures being implemented below and agree to assist us throughout your stay.

How will we clean the rooms when we re-open?

Please note that no daily housekeeping will take place in order to protect our guests and staff.

Once the room is stripped we will then action a "deep clean method" for every change over. Any unnecessary furnishings, where present normally for decoration will be removed from the rooms prior to opening and only the essentials will remain. In addition to “cleaning” we will also be “disinfecting”. This will involve using an EPA- approved disinfectant in all areas of the room.

These methods will be applied in the guest rooms, bathrooms, common areas, boot and drying room and corridors.

As no daily housekeeping is taking place we have provided an area on the first landing where you will find, tea, coffee, replacement glasses and water.

What about the bed you sleep in?

A good nights sleep is what we want all of our guests to have even in "normal times". Whilst we are all going through this Pandemic it is even more important to us that you have absolute peace of mind.

All of our bed linens and towels are laundered by Shortridge Laundry who have implemented exceptionally stringent new measures in line with government guidelines. Daily housekeeping will not take place in order to reduce the risk to both our guests and staff.

It may be necessary to transfer your booking to a different room of the same or better standard due to the existing bookings in place pre-Covid 19 shut down.

BREAKFAST

In order to best protect our small team as well as our guests breakfast will be operated as a "pre-order" system with a breakfast menu left in each welcome back to be handed in each morning at breakfast.

How do I know the staff are protected?

We are fortunate to have a close knit team at LakeSide House who share a goal of ensuring that we do everything we can to protect ourselves against the spread of the virus.

All of our staff will be supplied with proper personal protective equipment and will receive training prior to opening in order to ensure current guidelines are met and adhered to.

Mind the sign!

As there will be an increase in the amount of cleaning work undertaken, there will be an increase, thanks to our friends in Health and Safety, of signage around the house. Only where necessary, for example to explain an area may be wet or a surface has just been sanitised.

It goes without saying that we will continue to ensure the house is immaculately clean from top to bottom and with that comes an increase in the presence of staff in the common areas so we ask you to be mindful throughout your stay.

You will notice that we have added hand sanitising stations inside the front door as well as reception and dining room.

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What can you do

Prior to booking we ask you to confirm that neither yourself nor any persons in the party have shown any symptoms of Covid 19 and that you have not been exposed to anyone in the past 10 days that has Covid 19.

By working together in order to ensure we are all reducing the spread we will be able to remain open for business.

**We ask you to abide by the government guidelines for cleanliness and prevention of the spread throughout your stay,
(<https://www.gov.uk/coronavirus>).**

Whilst you are staying in Keswick we ask you to ensure that you follow the social distancing guidelines and that you help us to assist our community by reducing the spread to our best ability.

After your stay.

Should you develop symptoms when you return home from your stay we are asking guests to let us know so that we can do everything we can to Stay Alert and Stay Safe.

In addition should you be contacted by the UK Governments Track and Trace system up to 14 days after your departure we ask that you let us know so that we can assist with this programme.

As this is a new process for us all your feedback will be vital moving forward with this evolving pandemic.

Thank you for helping us to #stopthespread

Contact Us

**If you have any questions upon reading this policy then
do please contact us on :**

017687 72868

or

07454 200 000

or

enquiries@lakesidehouse.co.uk

Thank you

All the team at LakeSide House