

CATHEDRAL VIEW B&B

COVID 19 GUIDELINES – August 2020

We wish everyone a fabulous stay here & these guidelines have been put together in accordance with the Government guidelines to ensure all guests safety while here.

PRE-ARRIVAL INFO:

Please arrange an estimated time of arrival if you know it. (Check-in is between 3-6pm, unless you have a different time pre-arranged. If more than one room arrives at once, please be patient by keeping a safe distance.

Please let us know if you wish to pre-pay before your stay. We are happy to either take pre-payment before, or payment during your stay, with the payment card machine in the reception Hall sanitised and with social distancing adhered to.

ON ARRIVAL:

Please feel welcome to wear a face covering on entry or whatever you feel most comfortable with. We may greet you wearing a mask also, please keep to a social distance wherever possible. Masks are encouraged to be worn in Hall, Stairs or landing and communal areas inside and especially where social distancing is not possible.

Greetings will be kept to a minimum to optimise safety.

Please use the hand sanitiser in the reception hall whenever passing.

Payment will be required during your stay, using the payment card machine in the Hall.

Machine sanitisation and social distance will be adhered to. (Pre-payment before visit can be arranged if preferred).

Please adhere to Social distancing rules of 2 metres, or 1mtr where 2 metres is not possible throughout communal areas. Please allow other guests to pass in suitably safe places.

Surfaces in communal areas will be regularly cleaned throughout the day.

ROOMS:

Guests will be directed to their rooms. Keys will be disinfected and placed in the room door in readiness.

We encourage all guests to regularly use the hand sanitizer or hand washing facilities

All rooms will be cleaned to a high standard, including all Beverage trays between guests.

Complimentary room Beverage trays have a minimum stock because of handling. Please ask if more is required.

Soft furnishings have been removed where possible to also minimise touch points.

Unfortunately, we cannot service your room during your stay. If you require any fresh towels or other items these can be supplied on request

BREAKFAST OPTION:

Cooked breakfast will be served in the dining room only. Staggered times for this will be required/arranged as the dining room is not big enough for all 4 guest rooms to arrive at the same time.

Social distance will be adhered to or face covering will be used.

Serving cutlery will be changed between each guest, also shared condiments & containers will be sanitized.

Please request breakfast option the night before

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COVID 19 SYMPTOMS PRIOR TO CHECK-IN

If any guests that have booked and have any of the COVID Symptoms, please let us know beforehand and do not stay.

We have a duty to all our guest's safety.

IF YOU GET COVID 19 SYMPTOMS DURING YOUR STAY.

We will agree the next steps at the earliest opportunity ensuring no onward risk to other guests.

Details of Medical & Pharmacy Services in the area will be available.

In an emergency, e.g. Accident, Provision for First Aid, or fire, people should not have to stay the recommended distance apart if it would be unsafe.

(NB. Guests may be required to remove face coverings if asked to for identification purposes.)

CONTACT:

Please contact us with any concerns or questions.

We are happy to help with any local information during your stay.

We can also be contacted via email on info@cathedral-viewbandb.co.uk or a call or text on our mobile 07710297053. (NB. We might not be in the house 24 hours a day, so if we are out, we can be contacted on the mobile number.)

WE WISH YOU A GREAT STAY HERE & LOOK FORWARD TO WELCOMING YOU

WENDA & STEVE