



### Covid-19 Measures

#### **\*Current Covid-19 measures can be found on the Fern Howe Guest House website\***

As a result of the Covid-19 pandemic, we have reviewed our procedures in-line with government and industry guidance, and have made the following changes for the safety and peace of mind of our guests and of our family. These measures are to ensure that we can maintain safe social distances; reduce non-essential contact; and to deliver services in a timely fashion.

- Our breakfast room/guest lounge will be closed to guests for the time-being.
  - Guests will be provided with the choice of in-room breakfast trays or take away breakfast bags (delivered to guest room doors). This will be on a pre-order basis.
  - Complimentary cake will be delivered to guest rooms if requested.
- Room servicing will be completed on a 'by request' basis. Guests who do not wish for their room to be entered in order to be serviced may request for replenishment items (e.g. refreshments, toilet tissue, towels, etc) to be left at the guest room door.
- A hand sanitiser dispenser has been installed inside the front door for guest use.
- Check-ins will be conducted on a contactless, self-check-in basis. Details of which will be sent directly to guests prior to the arrival day. This will include the requirement for guests to complete an online registration form ahead of the arrival day.
- Check-outs will be conducted on a contactless basis. Room cards will be sanitised before use by the next guest.
- Booking payments will be collected on the day of check-in using the card details entered at the time of booking. Should guests wish for an alternative card to be used for payment they must contact the guest house before the day of arrival.

- Linen and towels will be washed at a higher temperature of 70°C.
- Door handles and handrails will be sanitised daily with anti-viral cleaner.
- Cleaning will be undertaken with the use of anti-viral cleaner throughout the property.
- The guest house proprietors will be available to assist guests by request at a safe social distance. The proprietors can be contacted via phone, email or by ringing the guest house doorbell/by knocking on the highlighted internal door.
- Guests are requested to show consideration to others by ensuring safe social distances (1m+, preferably 2m) whilst on the property.
- Should a guest fall ill with Covid-19 symptoms during their stay they must inform the guest house owners as soon as possible. In such an instance the guest must immediately self-isolate, along with the other members of their party, and request a test for Covid-19. If the test results come back positive, they will need to return home immediately, with the other people within their booking party. The guest room will then be deep-cleaned. It is recommended that guests take out holiday insurance in order to cover the eventuality that their stay is cut short due to illness.
- No person displaying Covid-19 symptoms should check-in to the guest house.
- All guests are encouraged to increase the frequency of handwashing, in-line with the actions of staff.
- Installation of additional signage within the property has been conducted, advising guests of Covid-19 social distancing and safety measures required of guests during their stay.
- We are required to assist the NHS Test and Trace service by providing data on guests, if requested.
- Guest rooms will be thoroughly cleaned with anti-viral disinfectant between guest stays and windows opened in order to allow rooms to be thoroughly aired.
- Guest information books will be removed from rooms and instead, a laminated, concise information form will be provided, which will be disinfected between stays.
- In-room refreshments will be replaced between guest stays.
- Additional movement sensor lights have been installed within the property to eliminate the need for the use of light switches within communal areas.

\*NB. These measures will constantly be reviewed in-line with the latest government and industry guidelines.

Updated: 26.6.20