

## Before your arrival

To eliminate the need to use our office space for check-in and check-out we are asking that all outstanding payments are made, by card, in the 7 days before arrival. Where a reservation from an OTA states 30 days before, this payment will be taken as normal, using the stored card details

On arrival in the car park please call us on 07584-042323 and we will be ready to greet you at Reception.

Registration forms are generated at the time of reservation. Please supply the following information for us to complete these: vehicle registration, dietary requirements, if any, and next destination. If travelling from outside the UK or ROI, we will also require your passport number.

## Cleaning & Sanitising

Additional sanitising methods are in place along with our usual rigorous cleaning regime. Prior to your arrival your room will have been given a deep clean. All surfaces including door handles and light switches will have been disinfected and unnecessary soft furnishings removed.

We will not be able to service rooms during your stay. To replace dirty towels please make sure these are bagged (bags provided) and tied. We can collect them from outside your room and leave fresh ones. Please notify us when this change is required. We kindly ask that unless towels are dirty, they are used more than once, as we do not wish to completely compromise our environmentally friendly policy.

We provide each room with a bottle of disinfectant & toilet cleaner for your use if you wish.

## The Charterhouse B&B COVID-19 Procedures

July 2020

This document has been compiled, following government and industry guidelines, to ensure that significant measures are in place for the health, safety and comfort of our guests during their stay.

## Social distancing and hand hygiene

Travelling around the building, may require us to wait on staircases and corridors to allow others to pass. However, we have a 1-way system for entrance and exit to the breakfast room to avoid congestion at the busiest time.

The guest lounge is spacious enough for 3 couples to safely distance at any one time. The doors to the terrace and gardens will be locked at 10pm and all door handles, TV remote control and light switches disinfected before a deeper clean the following morning.

Thankfully, we have a large amount of beautiful outdoor space and garden furniture where you can also relax. We will regularly wipe down these items with a disinfectant. However, please remember to wash your hands after touching any furniture that may have been used by other guests and avoid touching your face and eyes.

## Breakfast Service

Breakfast orders must be made in advance and a laminated, disinfected copy of the menu is in your room.

The order can be texted to us on 07584-042323 anytime, before 10pm, each day. Please note there will be no hot or cold buffet set-up, but all breakfast items will be available and served to you in individual portions.

Hot towels prepared with a perfumed disinfectant will be handed out at the start of service to ensure additional hand hygiene.

Breakfast service will be staggered into sittings of 8.30-9.10 and 9.20-10.00am. We will do our absolute best to allocate your preferred sitting, but this will be dependent on the guests who are already in residence and therefore the slots available at the time of your arrival.

This will also be the time to change your dirty cups and bottles for a clean tray of provisions for the day. We will be asking all guests to bring their dirty items down to breakfast and we will provide you with the clean set once you have finished your meal.

## Contact Us:

If you need us, we can be contacted on

07584- 042323

Please keep calls after 9pm for important issues/emergencies only.