

COVID 19 GUIDELINES FOR GUESTS

NEW PROCEDURE AND WHAT TO EXPECT

- On booking you will receive a confirmation email, please respond to this as soon as possible.
- Payment will be taken in full before your stay and an invoice will be emailed to you.
- Cancellations for bookings can be made up to 48hrs before you are due to stay.
- On arrival it will be self-check in. Your keys will be in your room, any additional directions will be emailed to you.
- On entering the hall there will be hand sanitiser in reception for you to use before going to your room.
- Avoid communal area as much as possible and observe social distancing when moving around the hall and out in the garden.
- Breakfast will be room service only- please ensure to look at the menu and confirm your order and preferred time to eat the evening before by text (07711263261)
- If your stay is longer than 1 night, please leave your used breakfast tray outside your room for collection.
- There will be minimal contact with staff so in an emergency please call Danielle (manager) on 07711263261.
- To avoid unnecessary exposure rooms will not be cleaned during your stay. If you require extra essentials such as tea bags, coffee, toilet roll this can be left outside your room on request.
- If you present any symptoms leading up to your stay (within 14 days) please contact us to rearrange your booking.
- If you present symptoms during your stay, please contact the manager on the mobile number above. Do not leave your room. Arrangements will be made.
- Checking out. Please leave your keys in the room and text/call to say you have vacated the property.