



**During the lockdown we have been busy following Government guidelines to put new regimes and processes into place that will help keep you, our staff and ourselves as safe as possible.**

There will be differences to your normal experience of staying at Glyn Peris but we will do everything we can to make sure your visit is as comfortable and enjoyable as possible.

There are a few things that we need to draw to your attention so that you are aware of certain protocols to follow and what to expect before and during your stay.

**By proceeding with your booking you agree to these new terms.**

## Booking

- A deposit will be taken as usual on booking.
- You will receive a confirmation email with all the information you will need and later, an email with a link to the new breakfast menu as you will need to order your breakfast in advance.
- You will also be sent an online registration form that **MUST** be completed prior to your arrival.
- Paying your bill – to avoid close contact and having to use card machines, the total outstanding balance will be taken using your card details on the **DAY BEFORE** arrival.
- After booking, if you develop one or more symptoms of Covid-19 before arrival, please contact us immediately to postpone your stay with us. Symptoms include a new persistent cough, high temperature or loss of smell and taste. Please submit the health questionnaire the day before you arrive.

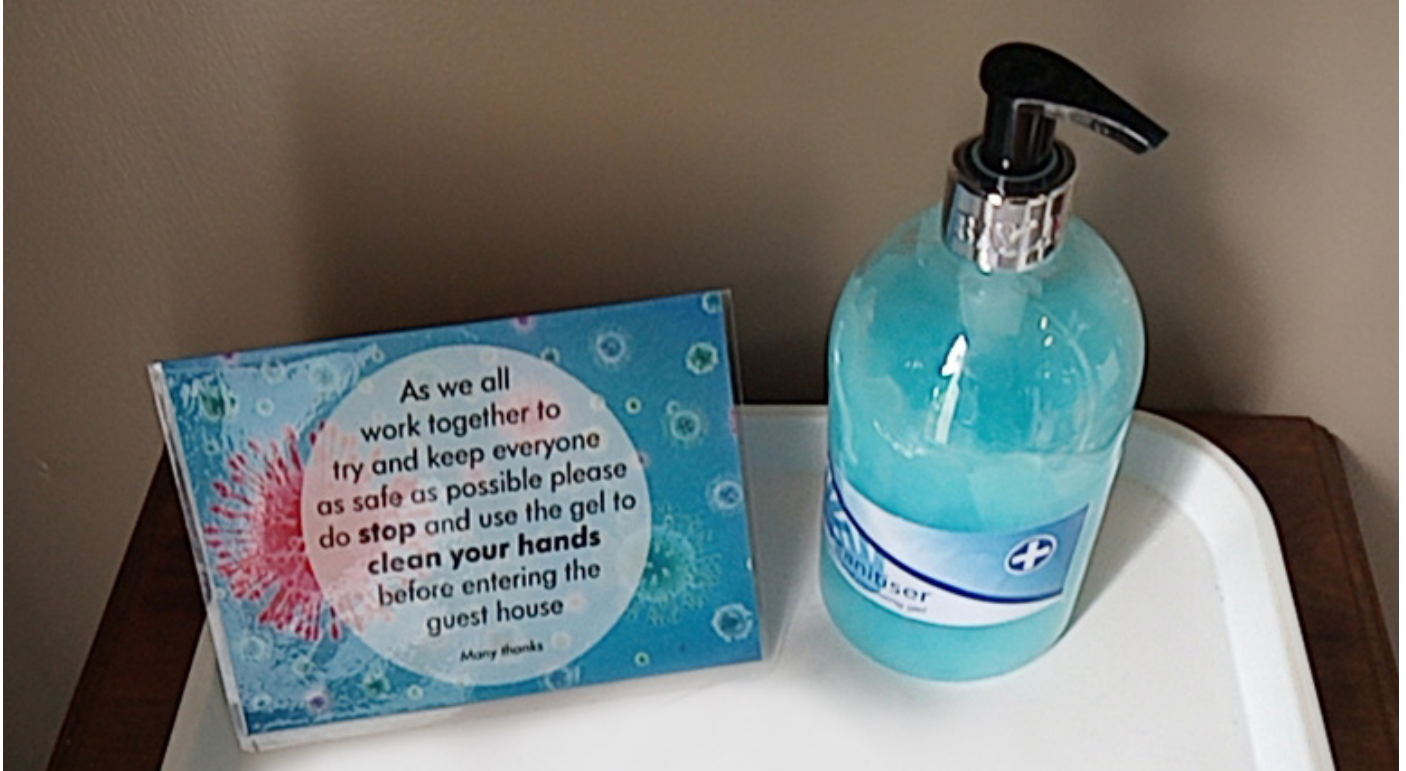
## Check in

(between 3.30 and 9.00pm)



- If you arrive early you are of course welcome to leave your car in our parking area but please note we cannot admit you into the house until after 3.30pm. Please note we do not have any public bathroom facilities.
- Please make sure you are wearing a mask on arrival and when in the hallway and on the stairs or landing - new Government guidelines state that everyone must wear a mask in indoor public areas at all times.
- Please use the hand sanitising station before stepping into the hall.
- We will be wearing masks to greet you and will remain at a safe 2m distance from you at all times.
- You will have been sent an online registration form prior to your arrival so there won't be any paperwork for you to worry about. And payment will have already been taken too.
- Sadly we have been advised not to help guests with their luggage or to show you to your rooms; we will therefore explain the way to get to your room. The room will already be unlocked and the key will be in the room, already sanitised.
- Government advice is for you to wash your hands as soon as you go to the room, using the antibacterial hand wash provided in your ensuite.

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## During your stay

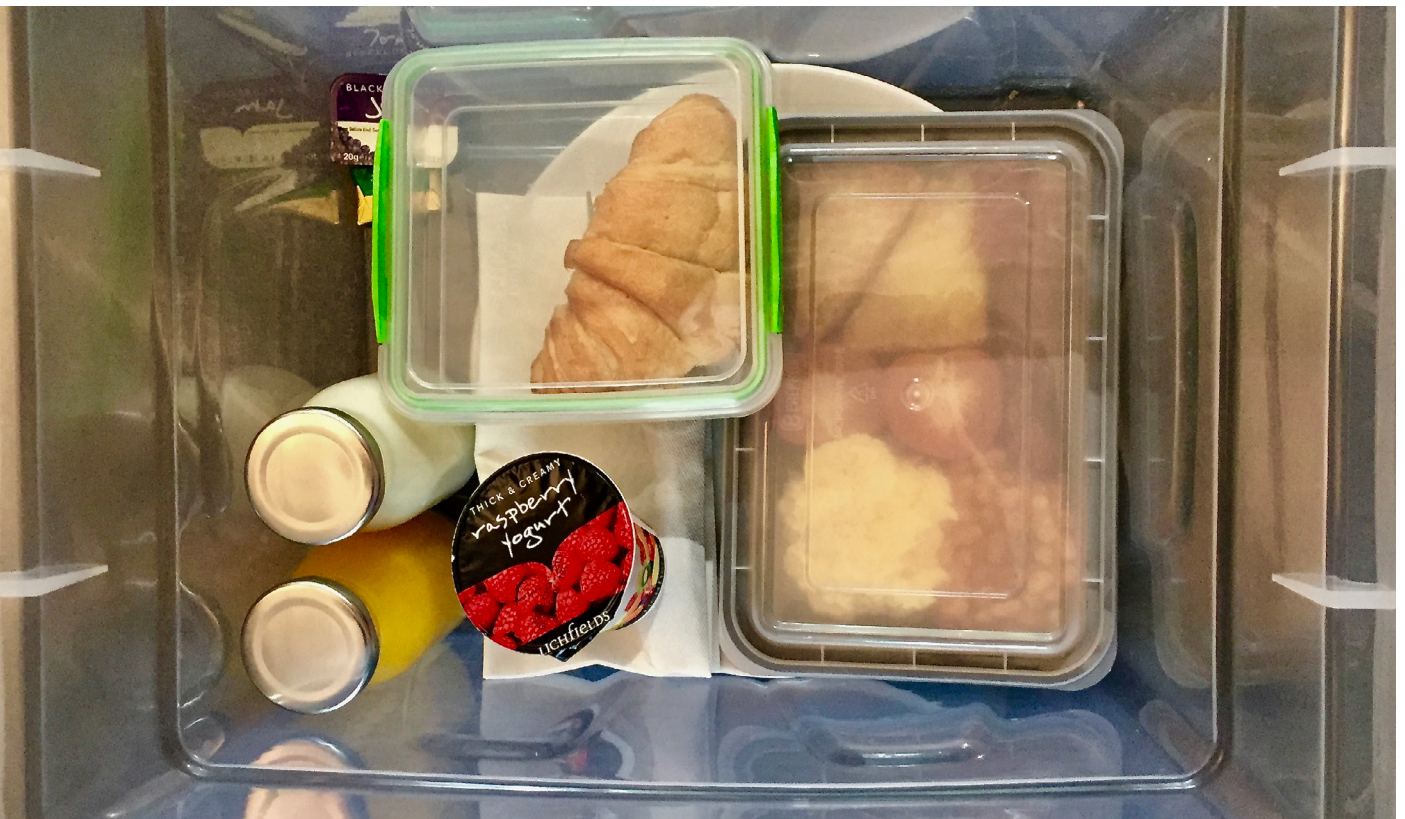
- Government guidelines suggest you do not linger or congregate in the public areas.
- If you see us or another guest on the stairs, please stand to one side at the end of the staircase to allow that person to safely pass.
- The guest lounge and dining room will remain closed to guests until further notice, subject to Government guidelines.
- If you are a party booking from different households, please do not meet or congregate in any of the rooms or public areas but arrange to meet outside the house when heading out and about.
- Your breakfast box will be left outside your room each morning – see below.
- For health and safety purposes, there will be no daily housekeeping in your rooms, so if you need fresh towels, fresh water etc, please ask. If your bin is full, please tie the bin liner securely and leave outside your door with your breakfast box after breakfast. You will find a new binliner in the bottom of the bin.
- Please remember to use the hand sanitiser each time you come into the house and to wash your hands each time you return to your room.
- Check out (10.00am) – as you will have already paid in full before arrival, an official check out is not necessary. Please leave your key in the bedroom and leave your bedroom window open before departing. We will of course be happy to say farewell and wish you a safe journey.

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## Breakfast



- As we are not able to maintain a safe 2m distancing between tables without telling guests when they can have breakfast, the dining room will be closed until further notice. Instead, your breakfast will be served in a box which will be left outside your room at your chosen time between 8.00am and 9.15am.
- You will be sent a link to the online menu where you are able to select your breakfast choices and time.
- If you wish to change your order, please complete the form provided in your box and leave it in the box before putting outside your room, or on the hall table.
- Please make sure it is ordered before 6.00pm the night before it is required, otherwise we will assume you are happy with the same breakfast as before.
- We will knock on your door in the morning to let you know that your breakfast is waiting outside.
- When you have finished your breakfast, please put all dirty mugs, glasses, plates, cutlery, bottles, lids, cartons/packaging etc into the box and leave it **outside your bedroom before 10.00am**. We will retrieve the boxes. Clean glasses and mugs will be left outside your room for your return later in the day.
- Rest assured that all food is prepared in the kitchen which is thoroughly cleaned every day with all work surfaces sanitised before and during food preparation. Masks, gloves and aprons are worn by anyone working in the kitchen and all Food and Hygiene protocols are followed. All crockery, glasses and cutlery etc are washed in the dishwasher at 60 degrees. The plastic breakfast boxes will be sanitised after every use.





## House keeping and laundry

- All bed linen is cleaned by a professional laundry service and all towels are washed at 60 degrees.
- Rooms are cleaned thoroughly as usual once guests have checked out and are then sanitised. Once a room is cleaned, it is checked and locked so that no one can enter until the arrival of the next guests.
- All public areas will be cleaned and sanitised regularly every day.

## If you feel unwell

If you start to feel unwell or develop any of the symptoms below, please tell us immediately:

New persistent cough

High temperature

Loss or change to your sense of smell Loss or change to your sense of taste

This is the advice from UK Hospitality that we will follow:

*“If a guest is displaying signs of the Covid-19 virus while staying in overnight accommodation (such as a B&B or guesthouse), they should inform the accommodation provider, immediately self-isolate where they are to minimise any risk of transmission, and request a test. If they are confirmed to have Covid-19, they should return home if they reasonably can. They should use private transport but only drive themselves if they can do so safely.*

*If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority. Guests should follow government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection. Once the guest has returned to their main residence, they should continue to follow the government guidance on self-isolation, household isolation and social distancing.*

*This will apply to all guests that were present in the room. If the guest shows acute symptoms has breathing difficulties or their life is at potential risk, seek medical help immediately.”*

**Any guest(s) having to leave due to being taken ill will not receive a refund and anyone having to stay with us to self-isolate because they cannot travel home will be charged for the extended booking.**

**Please note that if we have to close the guest house to self-isolate as a result of a guest being diagnosed with Covid-19, we regret that we are not able to offer refunds but will hold payment towards a future booking.**

## Pack lunches



- If you wish to order pack lunches, please use the link to the online booking form found on our menu page.  
(<https://form.jotform.com/202104106063335>)
- Please submit the form **by 6.00pm** on the evening before they are required.
- The cost (£6.50 each) will be added to your booking and payment will be taken using your card details.