

**IMPORTANT – PLEASE READ THIS COVID-19 UPDATE**  
**Upon entering Polraen Country House, you are accepting certain changes to our services to reduce the risk of spreading Covid-19/corona virus. These measures are designed to protect you, ourselves, our staff and future guests. They will be constantly reviewed in line with government advice.**

## WHAT YOU CAN EXPECT FROM US

- We'll practise social distancing from guests at all times and wear face coverings.
- Hand sanitiser will be placed in key locations in all common areas of the building.
- Our intensive and longer cleaning regime complies with standards for Covid-19. We've increased the frequency of cleaning all public areas including the identification of frequent 'touch points'.
- We plan to reopen our guest only bar and downstairs toilets when the final easing of restrictions is due on June 21st.

### **YOUR BEDROOM IS YOUR BUBBLE:**

- To reduce risk of transmission, we service bedrooms every three days rather than daily. We will review this after June 21<sup>st</sup> but will enter your room on request for emergency cleaning and to address a maintenance issue.
- On arrival, we explain the resupply of towels, toilet rolls and refreshment of beverage trays.
- We live on-site. In emergencies, you can contact us at any time via the electronic bell at reception, messaging us or via phone on **01503 263956** or mobile **07939 045810**.
- We're delighted to answer queries on sightseeing, timetables and help with restaurant reservations - but encourage you to message us or read our website Things to Do section.

### **EATING SAFELY AT POLRAEN:**

- The conservatory is open for breakfast between 8.30 and 10 am and as an evening picnic room.
- In peak season, you will be offered a dedicated breakfast time so we can maintain prompt service and social distancing
- All food will be served at the table by a waitress who will observe social distancing
- You must wear a mask en route from your bedroom to the conservatory.
- Please remain seated at all times during breakfast. Parents are asked to ensure any children also respect this.
- No food, crockery, glassware or cutlery is to be taken from the conservatory any further indoors.
- If a picnic/takeaway is eaten in the conservatory or garden, all items including food packaging and waste are to be placed in bins in the conservatory.
- Please leave dirty plates etc stacked on your dedicated table for us to clear. We will wash them.
- Check in /check out will be done with social distancing in mind.
- Any outstanding bill will be charged remotely, and your invoice sent to you electronically.



## WHAT WE EXPECT FROM YOU

- We ask you to adhere to social distancing in all public areas.
- When inside communal areas of the building, you are required to wear a mask (unless exempt).
- Every guest over 16 is required to scan the NHS Track and Trace QR code or provide phone or email contact details.
- We ask that you wash your hands before leaving your bedroom and use hand gel every time you re-enter the building.
- Help us to run things smoothly by cooperating with the changing of towels, emptying of waste bins and refreshment of beverage trays.
- Contact us immediately if you or any of your party are contacted by Track and Trace before your visit so we can amend your reservation in accordance with our Flexible Reservation Policy.
- Notify us immediately and remain isolated in your room if you or anyone in your party are showing symptoms of the Corona virus. You will be expected to return home immediately if you can do so safely. If it is not reasonable for you to travel and you remain self-isolated on our premises, you will be financially responsible for any extension to your stay and any ancillary costs for supporting your isolation e.g. extra food, medicine. Call 111 for further advice. Please see T's & Cs.

**We appreciate your cooperation and understanding.**  
**May 2021**