

IMPORTANT – COVID-19 UPDATE ~ March 2022

Despite the lifting of Covid restrictions, we will maintain key practices to reduce the risk of transmission. These measures are designed to protect you, ourselves, our staff and future guests and remain part of our contract with you.

WHAT YOU CAN EXPECT FROM US

- We will encourage social distancing where possible. Our staff have the choice to wear face coverings or not.
- 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 maintain frequent sanitisation of all public areas including frequent touch points
- Check in/check out will be done with social distancing in mind.
- Any outstanding balance will be charged remotely and your invoice sent to you electronically.



YOUR BEDROOM IS YOUR BUBBLE:

- To reduce risk of transmission, we service bedrooms every three days rather than daily, unless a daily service is specifically requested
- We 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 and as an evening picnic room.
- For Summer 2022, we will resume advance table settings and 'help yourself' breakfast buffet for all cold items, with hot dishes served to the table
- Waitress service will continue to observe social distancing.
- 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. Dirty plates etc are to be stacked for us to clear. We will wash them.



WHAT WE EXPECT FROM YOU

Before you arrive – your digital registration form seeks confirmation that you have no symptoms of Covid 19.

- Contact us immediately if you or any of your party test positive before your visit so we can amend your reservation in accordance with our **Flexible Reservation Policy**.
- Should you have been around anyone with symptoms or who may have tested positive, we request that you take a lateral flow test before leaving home.
- We ask that you wash your hands before leaving your bedroom. Please use the hand gel at reception, when leaving internal public areas and every time you re-enter the building.
- Help us to run things smoothly whilst maintaining a social distance by cooperating with the changing of towels, emptying of waste bins and refreshment of beverage trays.
- Notify us immediately and remain isolated in your room, if you or anyone in your party are showing symptoms of the Corona virus (high fever, persistent new cough, loss of taste or smell, problems breathing). 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 have to remain self-isolated on our premises, you will be financially responsible for any extension to your stay. Please see our full **Terms and Conditions**.

We appreciate your cooperation and understanding.