

**We cannot wait to start welcoming our guests back to Rowan Tree Guest House from September 2020.**

Rowan Tree Guest House has always put the health and safety of its guests first and even more so during the Covid-19 pandemic. We have conducted a thorough Risk Assessment; reviewing every part of our guest house and our processes and made appropriate measures and controls to minimise the risks of infection from Covid-19

**The measures we have put in place include:**

\*Enhanced cleaning beyond our usual high standards. All key areas of the guest house will be cleaned and sanitised to government guidelines on a regular basis, including door handles, light switches, and regular touch points. All guest rooms will be cleaned and sanitised using high quality cleaners and disinfectants. All linens will be washed above 60°C.

\*Investment in high quality hand sanitiser and cleaning wipes at key points through the guest house for guests.

\*Provision of Staff Personal Protection Equipment.

\*Processes to enable social distancing between staff and other guests, where practically possible.

\*Staff will maintain a high level of hand cleanliness and hygiene.

We are happy to discuss every aspect of the measures that we have put in place and if necessary, the full Risk Assessment will be available to guests.

**The Safety Steps we are putting in place:**

We are the same friendly and helpful people as we were before Covid-19 and will do everything we can to ensure you have a wonderful and enjoyable stay.

We are committed to providing all our guests a clean and safe environment to stay whilst in Keswick and using best practice Government and the World Health Organisation guidelines we have put in place a set of safety and hygiene protocols to ensure Rowan Tree Guest House is as clean and safe as possible.

1) Social Distancing

We are putting in place social distancing measures where possible, such as in the hallway, landings & guest dining room.

## 2) Hand Sanitising

We have placed Hand Sanitiser for guest use in key areas, such as the hallway, landings & guest dining room

## 3) Cleaning and Disinfecting

We have removed many unnecessary items from around the guest house to enable thorough cleaning. All key touch points will be regularly cleaned using EU standard BSEN1276 sanitiser. We are also placing high quality cleaning surface wipes at key points for guests to use as they feel appropriate.

## 4) Staff Health, PPE and Cleanliness

We will be wearing gloves when cleaning. We will be following strict guidelines for hand cleaning and respiratory hygiene. We will NOT be wearing face coverings as we will be maintaining social distancing. We do not mind if you choose to wear a face covering.

## 5) Check-in

We will follow social distancing as much as possible when showing you to your room. The keys for your room will be sanitised and left in your room.

## 6) Air Flow

We will keep doors and windows open as much as possible to increase air circulation.

## 7) Your Bedroom

Your room will be deep cleaned and sanitised to a high standard using EU standard BS1SEN1276 cleaners and sanitiser. We have removed additional soft furnishings and printed materials to minimise contact surfaces, but these are available on request. We launder all our towels and can guarantee that they will be washed above 60°C. We use a reliable laundry service for bed linen who will be following the same strict rules and laundering all linen above 60°C.

## 8) Easy Contact

To reduce the need of face to face contact we have implemented a range of on-line contact methods including SMS, Messenger, email and of course phone.

## 9) Breakfast Service

To provide a high quality, smooth breakfast service breakfasts are pre-ordered the night before. We will initially be offering timed breakfast slots. Please bear with us as we trial this method. It will also be necessary to limit the number of people in the dining room to ensure a one meter plus social distance and at busy times you may be requested to wait until a table becomes available. We will serve your breakfast to your table, including tea, coffee, and juice. With regret there will not be a buffet.

#### 10) Our Dining Room

We will keep our dining room open but ask that guests maintain social distancing. We have removed soft furnishings. Hand Sanitiser and surface wipes will be available in the guest dining room.

#### 11) Methods of Payment

Our preferred method of payment is debit or credit card, but we will accept cash if necessary.

#### 12) Express Check-out

To reduce contact with staff and other guests we are happy for guests to leave without any formalities provided payment has been processed and your key has been returned.

These processes may change as we are required to comply with the latest government guidelines.

We ask that all guests respect the Covid-19 guidelines.

### **Reservations and future bookings**

We are now taking bookings in-line with the Government announcement that the hospitality industry may be able to open for September onwards.

We obviously reserve the right to cancel bookings should the government extend the shutdown of our business or reinstate the lockdown at a later date.

If we are open to guests and you have an existing booking or make a new booking our standard Cancellation Policy and general Terms and Conditions apply. If you fall ill, either with Covid-19 or any other condition it will still be necessary to charge in accordance with our Cancellation Policy. We highly recommend that you take out travel insurance to cover the cost of your visit.

We ask that if you are feeling unwell prior to your visit that you follow government guidelines and do not travel.

If you have any questions, please call us to discuss 017687 74861