



## COVID 19 – GUIDANCE NOTES FOR EDALE HOUSE BED & BREAKFAST

### PLEASE NOTE SOCIAL DISTANCING IN HALLS & STAIRCASE

#### Guest Arrival

- Please observe social distancing markers and consider those entering and exiting the building.
- Sanitiser dispenser is available at the front door.
- Guest entrance hall has markers on the skirting board at 2 Meter intervals.
- Anti-bacterial/ sanitiser station on the front desk and 1<sup>st</sup> floor for guest use if needed.
- Guest rooms will have room/house key, registration card/ breakfast menu and pen on the beds. These must be completed.
- Each room to have COVID 19 guidance notes.
- Guest to leave completed breakfast/ registration card at reception before 8pm on day of arrival.
- Tea/ coffee station for replenishing rooms is available at reception.

#### Breakfast

- Breakfast continues to be pre-ordered.
- Staggered breakfasts timings – By arrangement with owners.
- Table linen remains but no cloth napkins.
- No buffet – all pre-ordered the night before on simple tick box sheet available ground and 1st floor.
- All cooked items will be served through the hatch in the breakfast room. Rooms numbers will be called out.
- No tables will be cleared until all guests leave the room.
- The breakfast room will have tables that are socially distant in combination with staggered breakfasts will provide a safe environment for our guests, we will also have a table in our guest lounge if needed.

#### Room servicing

- No rooms will be serviced during guest stay- we ask that guests leave their bathroom windows & doors open for ventilation and steam to avoid condensation.
- Guests staying more than 4 days will have a linen change. We will arrange this directly with them.
- Each room will be provided with Sanitizing soap, antibacterial wipes, toilet cleaner.
- Please place full bin bags in the bin outside the front door in the morning. A new bin liner is provided at the bottom of your bin.
- NO TAKEWAYS IN THE ROOMS – we can set up a table in the lounge – Rubbish to be left outside front door.
- Reception hall doorbell to be used if any needs arise.
- Social distancing to be always adhered to in hallway and stairs.

#### Bar area and Lounge

- Only 2 couples/ 2 rooms in the lounge at any one time. Only 1 person or 1 room in the bar at any one time.
- Pad and pen to be used to note down drinks.
- Please leave empty glasses outside of your room or in the bar area for collection.

#### Payment on departure

- Card payment only accepted – guest to place card in the machine
- EH owner to put in amount for payment
- Key to be left at reception.

**What to do if you are coming to Edale House & think you may have Covid-19**

If you are planning on coming to stay here but think you may have been in Contact with anyone at risk of having Covid - 19 or of coming into close contact with anyone with Covid-19 you must self-isolate for 14 days and let us know that you will not be coming. For medical information and advice call the NHS telephone number 111.

**What to do if you think you may have Covid-19 whilst staying with us here at Edale House**

Inform either Peter or Jane immediately if you suspect you have symptoms which can include persistent cough, temperature, loss of sense of smell or taste, breathlessness and extreme fatigue. Having these symptoms does not necessarily mean you have the illness as they are similar to other illnesses which are very common like colds and flu. Use your mobile phone to call NHS 111 and remain in your room until situation is confirmed by NHS medical staff. We will plan for you to be moved to the designated isolation room.

We are still open and looking forward to having you as our guest, with that in mind we have taken extra precautions in line with WHO & Government guidelines and implemented procedures with your safety in mind

- Anti-bacterial gel in lower & upper hallway
- Paper towels in downstairs boot room toilet
- Increased cleaning in communal areas
- A designated isolation room if anyone becomes unwell whilst staying with us

**How to avoid catching or spreading Covid-19**

- Regular hand washing with soap and water for at least 20 seconds. Wash hands as soon as you come into the guest house
- Use the sanitiser gel available in the hallways
- Use tissues to cover your mouth when sneezing or coughing, which should then be placed in a bin and hands washed again.
- Do not touch your eyes, nose or mouth if your hands are not clean

Please remember we are a husband and wife business and will do what we can to make your stay as comfortable as possible within the Government guidelines.