

The Willows Covid Guidelines

Compiled with reference to government guidelines

Deb and Martin are working hard behind the scenes to ensure The Willows is COVID19 Secure and ready to re-open.

We want your stay at The Willows to be as relaxing and enjoyable as it always has been. However, some elements of our service are going to be different.

Below we have outlined the key areas of our COVID19 policies and procedures to ensure we comply with all Government guidelines.

We want to give you a 'flavour' of what will be different when you stay with us.

The safety of our guests, ourselves and the wider community is our priority.

All key areas below are subject to update and change at any time, should Government advice change.

Our full COVID19 risk assessment and method statement can be supplied on request.

We ask our guests be mindful that this is all as new to us, as it is to you. Whilst you are staying with us, if you become aware of something that you are not comfortable with, please bring it to our attention immediately by calling us on 01947 600288. We are all here to help and support each other.

Anyone who meets any of the following criteria SHOULD NOT travel to The Willows:

- Has a high temperature or a new persistent cough or a loss of taste and/or smell - follow the guidance on self-isolation
- Has knowingly come into contact with someone with any of the above symptoms within the last 14 days
- Is living with someone in self-isolation or should be self isolating themselves

If you have any reason to believe you will be unable to stay with us for any of the above reasons, you should contact us immediately on 01947 600288 to discuss revising your booking with us.

If you have to revise your booking within 5 days of arrival, we reserve the right to request a copy of your COVID19 test results (positive or negative) before transferring your reservation.

Social distancing

- Will be maintained, where possible, throughout the building
- We kindly ask all of our guests to be mindful and courteous to other guests, respecting their space, whilst on the premises, and to observe our directions at all time.

Hand sanitiser

Hand sanitiser will be available at strategic points throughout the premises;

- At the front door
- In the hallway for use when entering the breakfast room

We kindly request that all guests use these facilities at all times whilst on the premises.

Check in

Deb & Martin will meet you personally on arrival, from a sociable distance of course!

- Check in times will be staggered, where possible, to avoid bottlenecks
- Payment will be by cash or bank transfer on arrival
- Social distancing will be maintained at all times during check in

Bedrooms

We have had to make some small changes to our bedrooms and the service that we offer to comply with legislation.

- All 'non-essential' items will be removed from bedrooms to avoid cross contamination
- Room information, local information, restaurant suggestions Wi-Fi etc will all be available in the burgundy folder. Which will be sanitised after each visitor
- We will be able to provide personal suggestions etc on request, whilst maintaining social distancing
- To minimise personal contact, we will not service your room during your stay
- Should we have to enter a guest bedroom at any time during your stay, this will only be done when you are out, to minimise contact
- PPE and/or hand washing will be used, as appropriate for this task
- One set of towels will be in your room on arrival if extra are require feel free to bring some with you, toilet rolls etc will be provided on request.

Breakfast

Our award winning breakfast will still be as exceptional as it always has been. However, we have had to make some small changes to our style of service to comply with guidelines.

- Breakfast times will be between 08:00 and 09:00 as usual but may change to ensure social distancing can be maintained
- Breakfast should be pre-ordered by 9pm the prior evening, to ensure our breakfast service can be maintained. **Please deposit your order into the box provided**
- Hand sanitiser **must** be used before entering the breakfast room
- Guests must vacate the breakfast room at the end of their breakfast to ensure the smooth flow of service and to comply with social distancing requirements
- During breakfast service, where social distancing cannot be maintained, we will wear the appropriate PPE and follow hand washing protocols at all times
- There will be no breakfast buffet available to guests. All items will be served by us, from the kitchen
- After the guests have vacated the tables, all items, such as salt & pepper, will be sanitised

Garden

Our garden are the perfect place to enjoy a socially-distanced drink, away from the crowds.

- Separate seating areas are available for guests to use to allow for social distancing
- Hand sanitiser will be available at the doors to be used before re-entering the premises
- Signage will be displayed to advise guests of the above

Departure

- Before leaving your room please ensure towels are placed in the shower tray
- Keys to be left in the box provided

Cleaning

- We have enhanced our already meticulous cleaning standards in line with Government Guidelines
- On guests departure, we will follow all of the relevant Government guidelines to ensure the room is ready and safe for the next guests arrival
- All touch points in guest bedrooms will be identified and appropriately sanitised
- All soft furnishings will be sprayed with an appropriate sanitiser
- All laundry, including pillow protectors etc, will be washed on a high temperature or sent to our laundry provider for washing
- All touch points in communal areas, such as front door handle, stair banister etc, will be identified and sanitised regularly throughout the day

Displaying COVID19 symptoms

Should a guest begin to present with any of the recognised COVID19 symptoms whilst staying at The Willows, they should;

- Inform us immediately by phoning 01947 600288
- Stay in their room until further advice is given
- Anyone else in their group must also stay in their room

You will be asked to leave The Willows and make your way home where you will have to self-isolate