

# Longmead House

## Bed and Breakfast



We are Covid Prepared and have been accredited by Visit England's "Good to Go" scheme.

Longmead House offers a safe place to stay. We may be keeping a respectful distance, but that does not mean that we cannot be sociable.

Our operating procedures provide the safe environment you demand and allow us to continue to deliver the friendly personal service with a smile that we have become known for.

### **Summary of our Safety Procedures**

- We have implemented procedures that respect social distancing, without being antisocial
- We have reduced the chance of the virus ever entering the property by allowing people who are concerned about their health to cancel and reschedule their booking free of charge
- Our check in procedures promote safe distancing, whilst ensuring you have all the necessary information about the local area and amenities you need for a great stay and supported by online advice sent direct to your device.
- A great breakfast with homemade produce remains a key part of our service. Tables will be suitably distanced and time slots will operate. The food will still be freshly prepared and cooked for a delicious and filling start to your day using quality local ingredients and home-made produce.
- We have always prided ourselves on maintaining a high standard of cleaning, but we will be elevating this even further. Rooms will be left vacant for at least 24 hours between guests, and at the moment we only operating at 50% capacity. We will also be stepping up our cleaning regime following the guidance from Public Health England, and Environmental Health and industry standards.
- Sanitising stations are located throughout the property, at the entrance vestibule, and all the communal rooms as well as on the first and second floor landings.

*You can read a more detailed explanation of our Safeguards and Actions for on our website.*

### **Socially Distanced – Not Anti-Social**

Socially distanced is a new phrase that we have become used to over the last few months and whilst it means keeping a respectful distance it does not mean that we can't socially interact. For everyone's safety we are operating with social distancing but we are still available to meet and greet you at check in and will still be available for you when you have a question or need help during your stay. Nick and Melanie live on site and are available at most times if you need help. As far as possible we will still be able to have an old-fashioned conversation, albeit from a bit further apart than normal. We will also have electronic contact methods available should you prefer.

To further enhance our social distancing requirements, we have reduced our occupancy to 50% of our rooms at any one time this means that we will only have a maximum of 2 rooms occupied on the first floor and 2 rooms occupied on the second floor.

Protecting each other and reducing the risk of Infection

We want everyone to stay safe and well, the best way to do this is to minimise the risk of the infection entering the property. So, if within 14 days prior to your stay you have

- Had Covid 19 symptoms
- Been tested positive for Covid 19
- Or knowingly come into close/direct contact with someone who has Covid 19 symptoms or tested positive for Covid 19
- Or if you have been contacted by the Track and Trace Team and advised to socially isolate

We would ask that you do not travel and that you return home and contact NHS 111 Covid 19 for advice and support. We would prefer that you cancel and reschedule your booking (free of charge) to reduce the risk of spreading the virus to others staying at Longmead House.

If you should exhibit Covid 19 virus symptoms during your stay or be tested positive while staying with us, you will be asked to check out and asked to return home as soon as possible and make arrangements to travel back home as per government guidance. We can arrange either a refund for the remainder of your stay or a credit for a future stay following your recovery.

In addition if you are contacted by the Track and Trace team and advised to self-isolate, we would ask that you arrange to return home as soon as possible to reduce the risk of spreading the infection to others. If you are either too unwell to travel and cannot return home or choose to self-isolate with us, you will be charged for every additional night that you stay with us. You will be required to remain in your bedroom during the self-isolation period and we will contact the local Covid 19 Community response team to arrange to support you with extra food and medical supplies delivered to your room.

### **Safe Check in Process**

We will contact you by email or phone 48 hours before your stay, to confirm you remain healthy and send you details on travel directions and other information. To avoid congestion at check in times we are asking guests to arrive between 4.30 and 7.00pm. If more than one set of guests arrive at the same time, we may ask you to remain in your car or in clement weather stay in the garden, to ensure we maintain a safe distance and complete check in. We will still meet and greet you in person (from a distance) and you can still enjoy a tea and cake welcome if you like. Your room keys will have been disinfected and will be in the door of your room. We would ask that you leave them in the door on your check out.

You will be able to download our registration document and pre order breakfast /supper menus for you to complete on line before you arrive. We also have digital documents and leaflets about local attractions, places to eat and drink around Lynton and Lynmouth and links to the local Tourist Information that we can share with you via our free Wi-Fi

Dining – Breakfast and Additional Supper Platters available

We will strive to continue to deliver a Great Breakfast with social distancing in place, Pre ordering for speed and safety, A great range of homemade and local produce and choices.

A superb freshly prepared breakfasts is one of the great joys of staying with us here at Longmead. Melanie prides herself in making Homemade breakfast items such as granola, bread and preserves and marmalade to choose from as well as several freshly made hot dishes for you to choose from. Although we have had to change certain aspects of our breakfast service, our commitment to providing a great tasty and hearty breakfast remains core to our ethos.

As required our tables will be situated at the appropriate social distance, so they meet or exceed government guidance. You will be allocated a specific table to use throughout your stay. Nobody other than you will use this table during your stay.

Breakfast is pre ordered the evening before, to minimise your contact with waiting staff and we will arrange to place your chosen individual cold buffet items on your allocated table.

To keep you safe, Nick will wear PPE (including face mask) when delivering any hot food or drink to your table.

Again for your safety hand sanitiser will be available at the entrance to the dining room and we would ask that you use this on your way in and out of breakfast. Any unused consumables will be removed at the end of breakfast service and will be disposed off or disinfected and reused as appropriate.

All crockery, cutlery and glassware (even if it has not been used) will be washed and sanitised at a high temperature cycle in the dishwasher.

After Breakfast service is complete, we will thoroughly clean the breakfast room, all hard surfaces including table and chairs and high touch areas such as light switches and door handles etc. Please ask us if you wish to use the dining room as we will need to ensure we set your table with fresh crockery etc for your evening meal. Once the room has been re set then it will be locked to reduce the risk of the infection spread.

We appreciate that you may prefer not to eat breakfast in the dining room, therefore you can order from our takeaway selection. However, we would ask that you do not eat this in the bedrooms. Please note we are not able to offer hot beverages in the takeaway service.

### **Enhanced Cleaning**

We have always had the highest level of cleaning here at Longmead House, however we are increasing the frequency and intensity of cleaning and disinfecting throughout the house, this will include:

- Disinfecting room and door keys before each guest arrives to check in
- Increasing the frequency of cleaning for all high touch areas such as doors, light switches, tv remotes and stair bannister
- Using a UV light cleaner in between guests
- Treating fabrics and soft furnishings such as curtains, upholstered chairs and the like with anti-bacterial soft surface spray
- Removal of decorative cushions, and bedspreads from rooms. (Additional Blankets and pillows are still available on request)

- Removing tissue boxes from bedroom and replacing them with individually wrapped / sealed packs of tissues. Unused packs will be removed and replaced with fresh sanitised items for the next guest
- At the end of your stay all linen will be sent out for professional laundry service, whilst bathroom linen is washed in house using a biological detergent on a hot wash( even if they have not been used) If you require fresh towels during your stay ,you will be asked to place them in a laundry bag and fresh towels will be left outside your room for you.
- During your stay , the rooms will not be serviced to minimise the opportunity of introducing the virus into the room
- Procedures will be in place for ordering extra supplies of consumables such as tea, coffee milk, toilet rolls, soap, shampoo etc
- Guests will be asked to place their used cups/ cutlery/ glasses and water bottles, on a tray in the dining room for collection and these will be washed in the dishwasher on a hot washer cycle and cleaned replacements will be left outside your room .

### **Sanitising Stations**

Alcohol based hand sanitiser will be located:

In the entrance Vestibule – we ask that you use this when you enter and leave the building

In the Dining Room and Guest Lounge

On the first and second floor landings

Electronic Payments

We are now operating an electronic payment service for any outstanding balances due. You can either use the payment machine or arrange for BACS payment before you depart.

### **Checking Out**

We request that all rooms are vacated promptly by 10.30 on the day of departure so that we have sufficient time to complete all the necessary additional cleaning regimes throughout the house and to ensure social distancing is maintained prior to new guests check in.

We ask that you leave the door key in the lock ( as it was on your arrival) These keys will be disinfected before the next set of guests

### **Guest Lounge**

We would ask that you respect social distancing when using this. We are happy for you to use this (pre booked) to eat your sharing support platter. It is large enough for two separate sets of guests to use and maintain the social distancing.

### **CANCELLATION TERMS**

The following is a summary of our terms and conditions. Full terms can be found

**If we are required to close as a result of Covid 19 (or any other notifiable human disease) we will refund any payments made for stays during the period we are required to close, or you may elect to accept a full credit note valid against a future stay .**

**You will be required to cancel your booking if within 14 days of your due check in date you have:**

- Had Covid 19 symptoms
- Been tested positive for Covid 19
- Knowingly came into contact with someone who has Covid 19 symptoms or who has been tested positive for Covid 19

**In these circumstances you will be entitled to reschedule your stay free of charge.**

**In all other circumstances the following cancellations charges apply.**

**A Big Thank You for supporting us and we hope that all the above measures reassure you that we want to make your stay safe as well as Enjoyable**