



### **Covid-19 procedures - Bed and Breakfast (December 2020)**

We've been working very hard to make sure that your stay at Bluebird Lodge will be safe, comfortable and enjoyable. We're putting lots of measures in place for the protection of ourselves and our guests, so please read this carefully, and ask us if there's anything that isn't clear. We have produced a detailed risk assessment, and this document outlines the main points.

**PLEASE BE AWARE: We are not able to accommodate guests from areas subject to Tier 3 restrictions. If you have an existing booking we will contact you to discuss your options. We can only accommodate single households from Tier 2 areas.**

#### **Arrival and Check In**

We ask for an approximate arrival time between 4pm and 8pm. We won't be able to check anyone in before 4pm but you may use our car park and go for a walk if you arrive early. If more than one guest arrives at the same time we may ask you to wait outside or in your car until we can check you in safely.

Please use the hand sanitiser at the front door before you ring the bell. Face coverings must be worn while we check you in. Please check in daily by scanning the NHS App QR code which is on the wall by the front door.

We'll ask you to confirm that you are symptom free and have not been in contact with anyone who has Covid-19. We reserve the right to refuse entry to anyone we believe to have Covid-19, or is from an area in Tier 3. We also ask that you notify us if you develop symptoms within 14 days of leaving us.

Please maintain a distance of 2 metres while we check you in and explain how things work at Bluebird Lodge. Your key will be sanitised and ready for you in your room. We'll give you a mobile number to use if you need to speak to us at all during your stay.

#### **Rooms**

Our rooms might not look as cosy as usual - we've removed all the cushions, throws and hairdryers for now. Although we've been trying to cut down on our use of plastics, we have returned to using single use toiletries, but we have chosen nice ones! You'll have a refreshment package with all the essentials - feel free to take anything unused away with you as we won't use these for another guest. We won't enter your room during your stay, unless your stay is for 3 nights or more, so do message us if you need anything. Our rooms undergo a deep clean between guests, using approved disinfectants, so you can be confident that everything's clean.

## **Laundry**

Our bedding is laundered by a commercial company, using Covid-19 appropriate procedures. Towels are laundered by us at high temperature with additional antibacterial powder.

## **Breakfast**

Breakfast will be served in two sittings, at 8.00am and 8.45am, and times will be allocated on a first-come first-served basis. Guests must wear a face covering when coming into the breakfast room, and may remove it once seated. There will be a maximum of three tables occupied at one time, with appropriate social distancing. We'll be wearing aprons and face coverings, and washing our hands between serving guests. Breakfast is pre-ordered the evening before, and everything including coffee from the machine will be served at the table. Please be mindful of social distancing when entering and leaving. Where possible you'll have the same table for the duration of your stay. Aprons and face coverings will be worn in the kitchen too. We're already proud of our Food Hygiene Rating (5) so you can be confident in our procedures. All crockery, glassware and cutlery is washed in a dishwasher at a high temperature. Tables and chairs will be disinfected after use. If you would prefer not to use the breakfast room, we can provide a simple boxed breakfast which can be eaten in the room or taken out with you. This will be delivered to your room and left outside the door.

## **Common Areas**

We'll leave antibacterial spray and paper roll by the boot bench, so you can clean down the bench before and after use. Please take a boot tray to your room if needed for dirty boots rather than leaving them in the hallway. The trays will be disinfected between guests. Our corridor is narrow - please don't enter it if another guest is already there. Unfortunately the breakfast room will not be available to guests during the day. If you would like any information about walks and places to visit, chat to us at breakfast time or give us a call. All door handles, light switches etc in common areas will be disinfected at least twice a day.

## **Departure**

It would be most helpful if guests could remove duvet covers, sheets and pillowcases and leave them folded on the bed. We will remove and replace mattress and pillow protectors. Open the windows if you are able. Leave the key in the room. Any outstanding payments (eg packed lunches) can be done using a contactless machine.

## **Covid-19 notification**

If you should develop symptoms during your stay please let us know immediately. We will follow the latest government guidance [www.gov.uk/guidance/nhs-test-and-trace-how-it-works](https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works). If it is safe to do so you should return home to self-isolate. If this is not possible we will discuss your next steps.

We hope you have found this information useful, and that your stay with us is pleasant and enjoyable. Thank you for working with us so that we can protect each other.