

COVID 19 GUIDELINES – updated 15OCT2020

We wish everyone a fabulous stay here & these guidelines have been put together in accordance with the Government guidelines to ensure all guest's and staff safety while here.

PRE-ARRIVAL INFO:

Please arrange an estimated time of arrival if you know it. (Check-in is between 4-7pm, unless you have a different time pre-arranged. If more than one room arrives at once, please be patient by keeping a safe distance.

Please let me know if you wish to pre-pay before your stay. I am happy to either take pre-payment before, or payment will be taken during your stay, with the payment card machine in the reception Hall sanitised and with social distancing adhered to.

ON ARRIVAL:

Please feel welcome to wear a face covering on entry or whatever you feel most comfortable with. We may greet you wearing a mask also, please keep to a social distance wherever possible. Masks are encouraged to be worn in Hall, Stairs or landing and communal areas inside and especially where social distancing is not possible.

Greetings will be kept to a minimum to optimise safety.

Please use the hand sanitiser in the reception hall whenever passing.

Please adhere to Social distancing rules of 2 metres, or 1mtr where 2 metres is not possible throughout communal areas. Please allow other guests to pass in suitably safe places.

Surfaces in communal areas will be regularly cleaned throughout the day.

Complimentary welcome drinks will still be offered depending on arrival times and can be placed in the Dining room, garden or placed outside your room on a tray.

ROOMS:

Guests will be directed to their rooms. Keys will be disinfected and placed in the room door in readiness.

We encourage all guests to regularly use the hand sanitizer or hand washing facilities. (Hand sanitizers are placed in each room).

All rooms will be cleaned to a high standard with additional sanitizing routines used & rooms aired.

Soft furnishings have been removed where possible to also minimise touch points.

Daily Service – Room service will be undertaken between 9.30 – 12.30 each day. You can opt-out of our daily room cleaning service.

GARDEN & CAR PARK:

The garden & car park can be accessed via the front door by walking around the side path or through the dining room door.

The Kings Garden room is also accessed via our side path.

DINING ROOM:

We ask you to maintain social distance where possible and not pass through the dining room to the garden or parking area if other guests are there.

FULL BREAKFAST OPTION:

This will be served in the dining room only. Staggered times for each room will be required/arranged as the dining room is not big enough for more than the one room out of the 4 guest rooms to arrive at the same time.

On ordering & serving, social distance will be adhered to or face covering will be used by staff.

Serving cutlery, shared condiments & containers will be sanitized/changed between each sitting.

BREAKFAST BAG TO GO

This is offered at an additional cost if you have paid for 'room only'. These will be placed on a tray outside the guest room at a specifically agreed time. Guests are welcome to also use our garden to eat. (Ordering forms are in each room).

COVID 19 SYMPTOMS PRIOR TO CHECK-IN

If any guests that have booked & have any of the COVID Symptoms, please let us know beforehand and do not stay. We have a duty to all our guest's safety.

IF YOU GET COVID 19 SYMPTOMS DURING YOUR STAY.

We will agree the next steps at the earliest opportunity ensuring no onward risk to other guests & staff.

Details of Medical & Pharmacy Services in the area will be available.

In an emergency, e.g. Accident, Provision for First Aid, fire or break-in, people should not have to stay the recommended distance apart if it would be unsafe.

(NB. Guests may be required to remove face coverings if asked to by police officers and staff for identification purposes.) **CONTACT:**

Please contact me with any concerns or questions.

I am happy to help with any local information during your stay.

I can also be contacted via email on enquiries@wyndhamparklodge.co.uk or a call or text on my mobile 07771560552. (NB. We are not in the house 24 hours a day, so am not available at all times.)

WE WISH YOU A GREAT STAY HERE & LOOK FORWARD TO WELCOMING YOU!