

# HOME FARM HOUSE

## COVID 19 ACTION PLAN

### GOOD PRACTICE

We are committed to following government guidelines and have been actively following industry best practice and key tourism bodies and specialists as they develop their strategies. Once confirmed, we will complete all necessary assessments and certification to validate our own policies and protocol. Please note that the guidance is changing constantly, so the following guidelines may continue to be adjusted as guidance is updated.

### COMMUNICATION

We will share as much information as possible to provide assurance and transparency:

- Our health and hygiene policy will be updated and published on our website before we re-open.
- We will update all our pre-arrival email communications to provide additional information relating to health and hygiene.
- We will call/email all guests before arrival to ensure that they have received all necessary information to ensure that they understand and are willing to comply with the new protocols – unfortunately, if guests have not accepted or read to communication, we will not be able to honour the reservation.

### CLEANING

We are Grade 5 (the highest) accredited for health & hygiene; however, our usual high cleaning standards have been updated to include a new risk-based approach.

- To facilitate sanitising, soft furnishings such as cushions and throws will be removed from the rooms.
- Information usually contained in your room folder will be emailed to you with your reservation confirmation. All tourist information will be accessible online (a link will be forwarded)
- Rooms will not be serviced during your stay (apart from linen changes for longer stays). The process to refill your amenities will be communicated on arrival. We will continue to offer all of the amenities that you have previously been offered, just in a different format.
- Hand sanitiser will be available and visible at the entrance to the B&B.
- Where HfH used to supply (free of charge) access to 'things forgotten' – e.g. toothpaste, toothbrush, deodorant, make-up remover etc. These items will now be available to one off items for you to purchase and take away with you.

## BREAKFAST

For many, breakfast is the highlight of a stay at Home Farm House and we intend to ensure that we maintain our high standards and variety. We will take all necessary measures to deliver minimum contact, ensure hygiene standards and social distancing without losing our unique ambience

- Breakfast service will all be offered as usual from our breakfast menu - chosen the night before with a time slot. The usual buffet service of fruit, yogurt, cereals etc will now be offered on an ordered basis.
- To ensure social distancing we will insist that you come to breakfast at the mutually specified time, and if this is missed you may have to wait until all other guests have finished their sitting.
- An individual menu will be printed for each room which will be disposed of once choices have been made.
- Tables will be sanitised between sittings.

## GUEST LOUNGE AND HONESTY BAR

- For the moment, only full bottles of wine and pre-measured drinks will be available from the honesty bar. These will need to be pre-ordered to be waiting for you in your room. We will send full details of the offering in your pre-arrival email.
- Unfortunately, we will be closing off the guest lounge until further notice.
- We believe local restaurants and pubs will be operating as normal, however, if restaurant bookings are difficult to come by, we will ensure that there is cutlery etc available in the breakfast room for you to sit at a table to eat takeaways (which are already widely available). We do not allow food to be eaten in your bedroom.

## CHECK IN AND CHECK OUT PROCESS

- We always ask our guests for an estimated time of arrival – now more than ever, we need you to adhere to this process and keep us updated if there are changes en-route. If your check-in time needs to be changed you may be allocated a time that fits in with other guest arrivals.
- For your and our reassurance and convenience we would prefer to take bank transfers (BACS) for your stay – but this will have to be done prior to arrival – if you would like to settle your bill this way, please let us know at least 3 days prior to arrival.
- We will no longer accept cash, we can take card payments on departure.

## GUEST AND STAFF HEALTH

It is essential that you do not travel if you are unwell or are demonstrating any Covid symptoms (fever, cough, loss of smell).

- Please let us know if you are worried about your symptoms ahead of your stay and we will move your booking to a future date to suit you.
- We will check your temperature on arrival, and if you are showing symptoms of a fever, we will ask you to head back home. (if you have already paid via bank transfer for your stay, we will refund in full – or you may wish to move your reservation to a future date).
- If you develop symptoms during your stay, we ask that you immediately head home to self-isolate and seek a test.
- We will check our own temperatures and that of staff on a daily basis. Staff will be sent straight home to self-isolate if they have any sign of symptoms.
- We ask you to download and use the track and trace app when it is fully operational

We have completed a full risk assessment in order to prepare for guests, if you would like a copy or you have any further questions on our policies and procedures, please do not hesitate to contact us.

**I have read and understood the Covid 19 Protocol**

**Signed:**

**Date:**