

Whitemoor House B&B

COVID-19 Safe Operating Procedures



Dear Guest,

Thank you so much for considering making a reservation with us. We really hope you have stayed well during this time. We are excited about welcoming guests back from the 4th July and are sure that you will enjoy a stay in the New Forest National Park, where you can find plenty of space and peace and quiet! Due to this challenging time for all of us, we have added some extra clauses to our normal Terms and Conditions and staying with us is confirmation that you agree to these. We suggest you consider taking out your own Travel Insurance to protect you from any loss.

We detail here what you can expect when you stay here (sorry there is a lot to read!). We want to reassure you that the health of all guests and ourselves is our top priority and have conducted detailed Risk Assessments based on the guidance from the Government and Public Health England. This will be updated as new guidance becomes available. We now have our 'Good to Go' Mark. Please bear with us as we adapt to a new way of working, whilst maintaining our usual friendly and relaxed welcome!

Please – if there is anything you are concerned about, or would like to discuss further, please don't hesitate to phone us on 02380 283043 or email: whitemoorhouse@talktalk.net We want to do everything we can to make this a comfortable and worry-free break for you!

COVID Safe Operating Procedures

Staff

- Jayne and David Burrows are the owners of Whitemoor House B&B and the only people that work here. We have worked extensively in writing our Risk Assessments, staying updated on Guidance as it becomes available and preparing the property for reopening.
- Jayne Burrows is the designated COVID-19 Co-Ordinator.
- We are committed to keeping you as safe as possible and will be following all hand washing and enhanced cleaning protocols throughout the public areas.
- We will be checking our temperature daily.
- We shall be practising physical distancing.
- We shall be wearing PPE as appropriate and advised by Government Guidelines.

Guests

- In order to respect everybody's space, we request that you try to maintain a 2 metre distance where possible. We ask you to be extra vigilant at the potential congestion points e.g. when entering/exiting your room, doorways and stairs.
- Hand Sanitisation Points are by the entrance and exit doors, the Dining Room and on each landing.
- Guests are required to provide their full name, address, email address and telephone number for the purposes of the Test and Trace Scheme. This data will be held securely, in line with GDPR.

Reception

- Upon your arrival we will stand behind a Perspex screen and will ask you to sign to confirm that you have read and accept the COVID Terms and Conditions and that you have no symptoms.
- We have moved Check-in time to 4pm to allow extra time for our enhanced cleaning and sanitisation routines. You may leave your car in our car park earlier and stroll into Lyndhurst or go for a walk.
- We are still here to help you with information or questions and you can either phone us (02380 283043) or pop down to reception for a quick chat through the screen!
- Guests can ask to check their temperature at any time with our infra-red thermometer.
- Your sanitised room key, house key, Go New Forest Discount Card and Parking Clock will be in your bedroom. We will direct you to your room, rather than take you up.

- Regretfully, we won't routinely be able to help you with your luggage due to cross-contamination, but if you do need help, we will put on fresh PPE and carry it up.
- Most guests will already have provided card details when booking and payment will be taken remotely during your stay. If you haven't given us card details and would like to pay by card, please let us know when you arrive and we will email you the invoice. Otherwise, cash payment can be made safely.

Public Areas and Amenities

- The downstairs toilet is closed, except for emergencies. It will be cleaned after each use.
- Due to social distancing restrictions, the Guest Lounge can only be used to access the garden and for one couple at a time to eat breakfast.
- Our pretty, secluded garden has plenty of space to sit out on a nice sunny day. Tables and chairs will be sanitised after each use.
- If you wish, we will serve a 'Welcome' pot of tea and cake in the garden when you arrive or just cake served to your room, where you can make your own tea.
- We cannot have the Honesty Bar operational at the moment, but will provide either room service drinks or garden table service.
- There is a small fridge on each landing for guests' use. You are welcome to bring your own drinks and glasses if you wish.
- Non-essential items like attraction leaflets and maps have been removed, but can be requested.

Breakfast Service

- For the time being, and for everybody's peace of mind, we are still observing the 2m rule in the Dining Room and tables will be set apart. There will be one table in the Guest Lounge too.
- Breakfast will be served in two sittings – a maximum of 3 tables per sitting – please bear with us if you don't get your ideal breakfast time. So that we have time to sanitise the tables and chairs between sittings, we ask that you kindly limit your breakfast to 40/45 minutes.
- We are not allowed to have a Buffet table for cereal, fruit and juice and therefore will provide you with an order form for your hot and cold choices to return to reception by 10pm the night before.

B&B Cleaning

- We will be wearing appropriate PPE and will be washing our hands between rooms.
- All common touch points throughout the public areas will be cleaned frequently throughout the day using a virucidal disinfectant e.g. door handles, stair rails, light switches, fridges etc. However, we do advise you to wash your hands when you get into your room and use sanitiser gel as you leave the property.
- Bedrooms will be deep cleaned between guests with all hard surface touch points disinfected. Soft furnishings, bedding and carpets will be steam cleaned or disinfected. Pillow and mattress protectors will be replaced. Decorative cushions and bedspreads will be washed or disinfected and quarantined for at least 72 hours between guests. Please tell us in advance if you don't want these in your room.
- Fresh tea trays and contents plus toiletries will be provided at the beginning of your stay.
- To avoid any cross-contamination, we will not routinely provide a housekeeping service for stays of less than 5 nights. If you would like us to provide this service daily, please just ask. You can request fresh towels, linen, extra tea-bags, milk etc.
- For stays of 5 nights or more, we will come in half way through your stay, by arrangement with you, and change your bed linen and towels, clean your bathroom and freshen up your tea tray. We will not touch or tidy your personal items. If you would rather we don't, please just say. We can always provide you with clean linen if you would like to change your own bed.
- Please could you kindly help us to keep your room aerated by leaving at least one window open during the day, and all of your windows open when you check-out.