

# Whitemoor House B&B

## COVID-19 Terms & Conditions and Modified Operating Procedures

(Version 5: 08/03/2021)



David and Jayne welcome you to Whitemoor House!

We hope that you and your family have been keeping well. We can all look forward to restrictions gradually easing over the next few months and, in line with the Government's Roadmap, we are now hoping to be allowed to reopen on May 17<sup>th</sup> 2021. We are currently taking reservations for that date and we look forward to welcoming guests so that you can enjoy the open space, peace and natural beauty of the New Forest National Park! We got used to operating safely within the guidelines last summer and now have the experience to adapt quickly to maintaining a safe place for guests to stay in. We have still always managed to offer our usual friendly and relaxed welcome! Most of the pubs and restaurants in Lyndhurst are planning to reopen on May 17<sup>th</sup> also.

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.

Secondly, we have our 'Good to Go' Mark and detail 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 and if the requirements start to ease, we hope to gradually start returning to normal as the summer progresses.

**Please – if there is anything you are concerned about, please do let us know. We want to do everything we can to make this a comfortable and worry-free break for you!**

### 1. COVID Terms and Conditions:

#### **Pre-Arrival and Cancellations:**

Please do not travel to us if you, or any of your contacts, have any symptoms of Coronavirus or have been told to self-isolate. Likewise, please do not travel if people in your local area have been told not to. You can cancel for free up to two full days (Direct Bookings) or five full days (Booking.Com Bookings) before arrival, after that you would be required to pay the first night's charge.

#### **During your stay:**

If you develop symptoms during your stay, we would follow Government Guidelines. Currently these are that we politely request that you remain in your room and phone us on 02380 283043 to let us know. You would then be asked to return home immediately, if at all possible. We would not be able to reimburse you for any unused nights of your reservation. In the event that it proves impossible to leave the premises, you and your companion(s) would need to quarantine in your room, which you would need to pay for. We would provide room service for breakfast and support you in bringing other supplies to your door e.g. food, drinks, takeaways etc. The room will be left empty for 72 hours after your departure, before deep-cleaning it.

#### **After your stay:**

We really want you return home healthy, but if you do develop Coronavirus following your visit to the New Forest, we cannot accept responsibility and do not accept any financial or other liability in this circumstance. It is our top priority to keep you, ourselves and others as safe as possible and we will be complying fully with the Government COVID Secure Charter.

## **If we have to Self-Isolate or Close:**

In the event that we have to self-isolate or close the B&B, we shall inform you immediately and will not make any charge for nights that you have not been able to stay with us. We are not able to offer any financial compensation to yourself for the loss of your booking.

## **2. COVID Modified 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.
- 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 and sanitising protocols throughout the public areas.
- We will be checking our temperature daily.
- We shall be practising physical distancing and sadly won't be able to shake hands as normal!
- We shall be wearing face masks in all indoor public areas as legally required to do so.

### **Guests**

- From 8<sup>th</sup> August 2020 it is a Government requirement that guests and staff wear face coverings in the indoor public areas (not at the breakfast table!) of Hotels and B&Bs.
- In order to respect everybody's space, we request that you try to maintain a 2 metre distance. 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 two entrance and exit doors, by the Dining Room and on each landing. We do ask that you use these as appropriate and wash your hands frequently.
- Guests are required to provide their full name and contact details for the purposes of the Test and Trace Scheme and to scan the NHS QR Code daily if you have the NHS App. This data will be held securely, in line with our normal GDPR procedures.
- Whether or not you can stay with members of another household in this property, will depend upon the rules in place at the time of arrival.
- We also cannot accept reservations from anybody who lives in Tiers 3 or 4 and we will require the address that you currently live at upon making a reservation.

### **Reception**

- Upon your arrival we will stand behind a Perspex screen and will ask you to complete a Registration Form and sign to confirm that you have read and accept the Terms and Conditions at the beginning of this document and have no COVID 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 if you arrive early and stroll into Lyndhurst or go for a walk across the road.
- 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, New Forest Discount Card and Parking Clock will be given to you at check-in. Please keep your keys with you until you check out and then place them in the key box on the reception desk. 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 by dropping it into a large envelope that we will hold out to you.

### **Fire Alarm**

- Should the fire alarm go off, please proceed to the car park meeting point in a socially distanced manner, if it is safe to do so.

### **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 for: groups occupying more than one room (from 4pm to 10pm); to access the garden; and for a table at breakfast.
- Our garden has plenty of tables and chairs. Please only sit at one that says it has been sanitised and when you leave, please turn the sign around to say that it now needs cleaning.
- If you wish, we will serve a 'Welcome' pot of tea and cake in your room or the dining room when you arrive.
- We cannot have the Honesty Bar operational at the moment, but can provide either room service drinks or garden table service. Just phone your order through on 02380 283043 between 4pm and 9.30pm. Please place used glasses and china on the table on the landing.
- There is a small fridge on each landing for guests use. Please keep everything in a named plastic bag and use the sanitising wipes to open and close the fridge door.

### **Breakfast Service**

- We are observing the 2m rule in the Dining Room and can only use two tables instead of six. There will be one table in the Guest Lounge too.
- Breakfast is served in two sittings – a maximum of 3 tables per sitting – please bear with us if you don't get your ideal breakfast time every morning! So that we have time to sanitise the tables and chairs between sittings, we ask you to kindly limit your breakfast to  $\frac{3}{4}$  of an hour.
- We are not allowed to have a Buffet table for cereal, fruit and juice and will provide you with an order form for your hot and cold choices to return to reception by 10pm the night before.
- We do have to minimise our contact with guests, so will place your food and drink on the table next to you and ask that you place your used crockery etc there too.

### **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 and 'Fogged' with Hypochlorus Acid, which is harmless to the environment and humans, but kills bacteria and viruses (including Coronavirus) upon contact. Dentists use it between patients! Pillow and mattress protectors will be replaced. Decorative cushions and bedspreads will be 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 toiletries will be provided at the beginning of your stay.
- To avoid any cross-contamination, we will not be providing a housekeeping service for stays of less than 5 nights. You can place towels you would like changed in a tied-up black sack outside your door. Tied-up rubbish sacks can be placed in the bin on the first floor landing. You can request extra tea-bags, milk etc. We will supply you with enough biscuits for your whole stay!
- 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 by opening the windows in your room when you check-out.