

Whitemoor House B&B

COVID-19 Terms & Conditions and Modified Operating Procedures

(Version 9: 19/09/2021)



Thank you so much for making a reservation with us and are sure that you will enjoy your stay in the New Forest National Park, where you can find plenty of space and peace and quiet! Whilst COVID is still around, we'd like to let you know what you can expect during your visit!

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 is regularly updated in line with current conditions and we have our 'Good to Go' Mark.

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.

1. COVID Terms and Conditions:

Pre-Arrival and Cancellation:

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 residents in your local area have been told not to do so. You can cancel for free up to five full days before arrival, after that you would be required to pay the first night's charge, unless re-booking for a later date.

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 have both had two vaccinations, and will be getting the booster when it becomes available.
- We check our temperature daily and have regular lateral flow self-tests.
- We still practise a degree of physical distancing.
- We shall be wearing face masks or visors to greet you and when serving breakfast.

Guests

- The wearing of face coverings is now your choice and you can make a decision based upon consideration of your own, and other's safety, in our indoor spaces.
- In order to respect everybody's space, 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 sanitise your hands when entering and leaving the building, before coming in to breakfast and when touching shared items such as fridges, leaflets, DVDs, books, games etc.
- Guests are advised by the Government to check-in with the NHS Covid App, using our QR Code. You will also need to fill out our normal Guest Registration Form, which is held securely, according to GDPR Requirements.

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 or suggestions for walks, cycle rides and days out.
- 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 are now able to take you up to your room and help carry up your luggage – we'll sanitise our hands first!
- 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. Alternatively you can pay by Bank Transfer or cash.

Fire Alarm

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

Public Areas and Amenities

- The downstairs cloakroom is now open and will be cleaned regularly throughout the day.
- The Guest Lounge is now open and will be fogged daily.
- 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 garden or lounge when you arrive.
- The Honesty Bar is now open and available for guests to help themselves to drinks, after sanitising their hands. Cash payment should be placed in the blue tin, or else you can arrange with us to pay by card.
- There is a small fridge on the 2nd Floor landing for guests to use for their own items. Please do not put your personal items in the Bar Fridge.

Breakfast Service

- We now have 1 metre between tables to avoid Guests being too confined by breakfast sittings. There will also be a table in the Guest Lounge, unless we're not very busy.
- We have not yet reinstated our Breakfast Buffet table, so cereals and other starters will need to be ordered, along with the hot choices, the evening 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 sanitised frequently throughout the day 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 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. Items not used are quarantined for 1 week.
- To avoid any cross-contamination, we will not routinely be providing a housekeeping service for stays of less than 5 nights. However, if you would like us to make up your room on a daily basis, please just let us know and we are happy to do it. We will not touch or tidy your personal items.
- 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, loo rolls 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.