

IMPORTANT INFORMATION FOR COVID 19

BROOK HOUSE BROADWAY B&B

We accept that this has been a challenging time for most of it, and we are far from returning to a complete 'normality'. For us in the hospitality industry, we have been spending this time updating rooms and areas of the house and garden to make for a much more enjoyable experience for our guests. However, routines have been changed to this 'new' lifestyle we are experiencing.

The guest will be told at the time of booking, or soon after, to telephone 15 minutes before arrival so that we can be prepared to greet them. We will designate a parking space, where possible, rooms 4 and 5 at the front of the house – the other rooms at the back. Depending on the size of the vehicle there may be some changes to that. This is to prevent unnecessary footfall around the property.

In the porch there is anti- bacterial gel. The guests should use this before and after ringing the doorbell if needed to do so.

On rare occasions when we are both out there are telephone numbers displayed in the porch and Georgia or I. can guide them to use the key safe being encouraged to use the gel before and after use

The key and breakfast form will be given to them and the guests guided to their room/s. We will request the breakfast form, when completed, be placed in a designated area in the hall.

We have appropriate signage reminding guests to keep social distancing, to wash their hands frequently and to use the hand gel. There is a gel in the hall and on the landing.

On departure of the previous guest the room will have been thoroughly cleaned – any cups put into the dishwasher, hard surfaces, door knobs etc wiped with anti- bacterial cleaner. Tv remotes are being placed in sealable plastic bags for hygiene measures so that they can be cleaned better with less chance of spreading any germs. Please do not

remove them from the plastic sleeve. The bedding will be changed and put into a laundry bag in the room prior to storage in the garage until the laundry is collected on Mondays and Thursdays. Laundry including towels will be washed at 60deg cycle as standard. The carpet will be sprayed with upholstery disinfectant along with the bedroom chairs. The beds remade with fresh linen.

We pride ourselves on being a professional and clean environment anyway. Any staff have been taken through extra precautionary measures for cleaning. The communal areas such as the dining room, downstairs hallway and the upstairs landing will be cleaned with disinfectant numerous times throughout the day to prevent the spread of the virus as much as possible.

The dining room area has been moved around so that one metre distancing can be kept between different households. Please forgive us that our dining room isn't the largest therefore we do ask that you take extra measures to ensure you are not putting yourself or others at unnecessary risk. A limited number of guests will be permitted in the dining area at one time, therefore on busier mornings, breakfast time will be extended to allow extra time between guests leaving and guests coming down so that the area can be fully disinfected for your safety. Breakfast will be served by either putting it on the hatch for them to collect or on an appropriate unused table.

Any guests who prefer to eat in their room will have a tray delivered to their door. After knocking we will move back to maintain social distancing. This method will not be encouraged as it will, obviously, create more work for us but in exceptional cases could be offered.

Parents will be told that they are responsible for their children and will ensure they understand the importance of social distancing and hand washing.

We will be encouraging hand washing, use of hand gel and social distancing at all times both verbally, and by the hand sanitisers and the signs displayed around the house.

All leaflets have been removed and a list of places to visit typed up with website addresses which you will find within the Guest Book within your room. Information within the guest books have been placed within plastic wallets so that we can wipe them down with antibacterial after guests departing, please do not take these out of the plastic wallets. Bus timetables have been laminated and are stuck on the wall in the hall so that it is not necessary to touch them. Some leaflets are available if required but guests will be encouraged to take any such leaflet away with them or to throw it in the bin for disposal when they leave. Keys will be sanitised.

We regret to say that the rooms will not be serviced but guests can ask for further supplies, preferably by phone, to reduce any unnecessary footfall. We will then leave such items outside their door. If staying more than 3 nights, then you can request for a

change of bed linen/fresh towels on the 4th day. You must ensure that you are not in the room whilst we do so for precautionary matters.

It is our top priority to ensure our guests are provided with the up-most cleanliness within this establishment whilst enjoying your much-needed stay!

Thank you for taking the time to read and enjoy your stay, Marianne & Georgia