

Covid 19 Measures

Here at Broomshaw we have been planning ahead and working hard to make sure we are Covid secure and ready to welcome guests back into our home. We have invested in safety measures to protect ourselves and our guests and have received our Visit England certification that 'We're Good to Go'. All procedures will all be carried out thoughtfully and efficiently so that you feel secure and we hope you will bear with us while we adapt and make these transitions.

Because we will be following Government guidance, there will be temporary changes to the way we usually do things and in the way we are able to look after our guests. We also anticipate that we will be updating practises and procedures whenever necessary as guidance develops and evolves. However, we will still be greeting you with a smile and aiming to provide you with the usual comfortable, peaceful stay you would expect and the delicious foods we are popular for.

Nevertheless, we would like to be clear that:

- We have undertaken a comprehensive Covid – 19 Risk Assessment.
- In addition to our already high standards of cleaning we are following Government guidelines and have taken all possible steps to clean the property suitably to protect ourselves and you.
- Hand sanitisers will be available in your bedroom and at strategic points throughout our home. We also have face and hand protection available.
- Frequent cleaning or disinfecting of high touch areas will take place throughout your stay.
- We will not enter your room during your stay. Please use the bin liners provided to seal up your daily waste and leave it outside your room for collection.
- We have made the decision for now to only let one of our rooms at any given time (apart from families and groups) and to allow, where possible, 24 hours before and after a booking. We will also rotate the room usage where possible.
- Social distancing, according to current guidelines, is expected at all times.
- Following your booking, we will confirm your stay and, nearer the date of your arrival, send an online registration form which we hope you will complete and return.
- Check in will be from 4.00pm allowing us time to take all precautions and be fully prepared for your arrival. When you arrive, we will greet you at the door with a smile and a hand sanitiser available. We will offer to help you with your luggage, but fully appreciate that you may wish to limit unnecessary hand to hand contact. Disinfecting wipes will be available.
- As a significant change from normal procedures, on your final morning we would really appreciate it if you were to strip your bed/s and place the linen, protectors and towels you have used in the trug which we will provide. Please leave your room key in the bowl on the hall table so that it can be sanitised. Our linens are washed at Government recommended temperatures.
- On departure, we respectfully ask you to leave Broomshaw by 10.00am or earlier where possible. At this point, any feedback about your stay and our procedures would be very welcome.
- Breakfasts will still be taken in our dining room. Hot and cold food orders will be taken the night before and Anne will serve you at the freshly laid table. Any condiments requested will be brought to your table.
- Your bedroom hospitality trays, which will be freshly restored between guests, will include a range of teas and coffee, fresh milk and packs of prepacked biscuits. Individual complimentary cosmetics will be available in your en suite.
- Where possible BACs payments are the most welcome as they offer contactless security. If you wish to pay by cash or cheque, we will place your payment in an envelope for 72 hours before banking it and let you know once a cheque has been paid in. You can also pay by debit card, but we do not have a contactless facility. The card machine will have been sanitised between uses.

- Finally, you may be aware that rural Northumberland has been relatively lightly touched by the Covid -19 virus and we ask that, as you enjoy your visit, you respect the local community's safety and follow Government protocol at all times.

These measures are in place with the best of intentions and we welcome your feedback on them.

Kind regards,

Anne.