

## **Broomshaw Hill Farm B&B : Covid -19 Secure processes and protocols.**

During this unusual period, we have put in place procedures that follow Government guidelines designed to protect you and ourselves. Nevertheless, we would like your stay to be as welcoming and comfortable as possible and we hope you will bear with us while we adjust to new practises and measures.

- 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.
- 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. Where registration forms are completed manually, on arrival we will store the form in an envelope for 72 hours before filing.
- We will also send details of our breakfast menu, the AD122 Hadrian's Wall bus timetable, details of Haltwhistle's eating out options, and final directions for finding Broomshaw. We welcome questions about your stay and are happy to recommend walks, visits and activities.
- 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. 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 will be washed at Government recommended temperatures.
- On departure, to allow us to thoroughly clean and sanitise, we respectfully ask you to leave Broomshaw by 10.00am or earlier where possible- many thanks for help with this. At this point, any feedback about your stay and our procedures would be very welcome.
- In addition to our already high standards of housekeeping, we are following Government guidelines and have taken all possible steps to clean the property suitably to protect ourselves and you.
- We have introduced frequent cleaning and disinfecting of high touch areas such as bannisters, door handles and light switches in the areas you will move through beyond your bedroom.
- Hand sanitisers will be available in your bedroom and at strategic points throughout our home. We also have face and hand protection available.
- 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.
- Social distancing according to current Government policy will be expected. Sadly, this will mean we shall be keeping our distance from you and keeping face to face contact to a minimum. Letting only one room at a time, means it is unlikely that the 1m+ distance will be compromised, but at the top and bottom of the stairs and in the hallway, care may need to be taken.
- 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 along with fruit platters, cereals, yoghurt, bread, beverages and so on.

- 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. During your stay, just let us know, if you require replacements and place the tray outside your room on the luggage rack provided each morning so that we can clean your mugs, glasses and so on.
- Our guest lounge is available, but we won't be encouraging its use as soft furnishings present particular problems. However, we have a selection of throws we can offer if you would like to relax somewhere other than your bedroom. Outside we have a picnic table and seating you are welcome to use too.
- 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.