

COVID-19

We are sorry for the inconvenience caused by Covid-19 but please rest assured that we are taking all necessary precautions to keep everyone safe. In return, we ask you to follow government guidance regarding social distancing and any symptoms and adhere to the guidance as set out in our risk assessment below.

We have been unable to operate as we usually do and have had to change several things within the way we operate. The most notable changes are:

- Breakfast: Our usual served full cooked breakfast is to be replaced by a self-serve continental style breakfast.
- Number of guests: We will host a maximum of two groups of guests at any time.

We will inform you if there are any changes to the guidance and steps as outlined in the risk assessment.

If you need to ask any questions prior to your stay then feel free to contact us on 01803 842939 or email at mandytooze.elberryfarm@btinternet.com .

Elberry Farm Covid-19 Risk Assessment

Leaving Home

- As per Government advice please do not travel to us if anyone in your party are showing any of the common symptoms of Coronavirus. If this is the case, we will happily re-arrange your stay for a future date at no penalty.

Arrival and Check-in

- On arrival please park in the designated guest parking area in the courtyard. In order to make the arrival process as smooth as possible, we ask that all guests try to arrive at their specified time.
- The front door will be open for you and you will be told your room number(s). Your room key(s) will be in your room and will be sanitised after use by the previous guests. The guest information pack provided in the room is also sanitised each time the room is vacated.
- Although we advise you to carry your own sanitiser, there will be antibacterial wipes and hand sanitiser provided upon entering the house to enable you to sanitise your hands. This will be available for use throughout your stay.

Communal Areas

- Communal areas in the house include the hallways, stairway, dining room and lounge. Please ensure you keep the safe 1m distance from all guests in these areas. For example, if you see other guests wanting to come down the corridor or stairs please stand back and allow them to pass at the 1m distance. This can be done by stepping back into your room or moving yourself into the hallway areas.

Your Room(s)

- Cushions, runners and blankets will be removed from the room to enable cleaning and sanitising.
- All linen and towels are laundered on site at high temperatures using high quality detergent.

- Complementary toiletries will be removed but can be requested.
- The tea / coffee tray will be simplified but if there is anything additional you require then please ask.
- The TV remote will be placed in a plastic bag and sealed so it that can be changed after each guest.
- Anything that cannot be sanitised e.g. box of tissues, make-up remover pads and cotton buds will be removed.
- Please wash and sanitise your hands every time you enter and leave your room (including when coming down for breakfast).

Cleaning

- Our extremely high standards of cleanliness are to be even more rigorous in the current circumstances. All cleaning will be undertaken wearing the correct PPE.
- Unfortunately, your room will not be serviced on a daily basis unless your stay is for more than 4 nights. Any consumables or dirty towels and linen can be replaced upon request.
- We do ask if you can empty your bins and place the rubbish outside your door. Additional bin bags will be provided underneath.
- The bedrooms will be vacated for as long as possible until the next guests arrive so as to minimise risk.
- The rooms will be cleaned and sanitised fully before and after every stay.
- The doors in the house will be cleaned and sanitised regularly, as will the banisters and any other communal facilities.

Breakfast

- Please ensure 1m social distancing is always maintained between yourselves and any other guests if in the breakfast room at the same time. However, we plan to stagger breakfast times to allow only 1 group of guests in the dining room at a time.
- Breakfast tables have been setup to ensure distance can be maintained.
- Crockery, utensils, condiments, milk, butter, yoghurts etc will be provided on individual tables. Consumables will not be re-used, all plates and utensils will be washed at a high temperature between use and place mats will be cleaned / sanitised properly.
- The breakfast bar will include the facilities you need to make tea / coffee, cereal and toast. All will be cleaned between use by different groups of guests.
- The correct PPE will always be worn by us.
- If any breakfast items are requested from the kitchen, these will be brought into the dining room and placed on an empty table from which you can then collect.

Check Out

- The card machine will be sanitised between each use.
- Before checking out we would kindly ask if you could open the windows for ventilation.
- Please leave your keys in your room so that they can be sanitised before the next guests arrive.