



COVID-19 Procedures and Measures 2020

- 1) We will send you an email outlining how we will be complying with COVID-19 Guidelines for your protection and what procedures we will have in place.
- 2) Only 3 of our 5 rooms will be open to aid Social Distancing in the house and dining room.
- 2) Separate entrance and exit to car park signed.
- 3) Hand sanitiser in porch to be used before entering main building.
- 4) Key safe accessed after using hand sanitiser
- 5) Guests will find own way to designated rooms.
- 6) Hospitality trays changed to reduce transmission
- 7) Remote controls will be in sealed covers
- 8) There will be a few leaflets in rooms that will be disposed of between guests.
- 9) All breakfast items pre-ordered to allow buffet to be removed and time slots allocated to aid Social Distancing.
- 9) Dedicated dining tables for duration of stay. Hand sanitiser to be used on entering dining room.
- 10) Books, puzzles and games will not be available during COVID-19.
- 11) No servicing rooms during stay. Replacements requested via text, email or voice call.
- 13) Preferred payment will be via BACS to avoid using card machine.

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CLEANING:

- 1) The number of items in rooms have been reduced to minimise transmission surfaces.
- 2) Surfaces requiring special attention:
Switches, remote controls and clocks.
All handles and knobs
All bathroom surfaces and bathroom dispensers
All hard surfaces within bedroom
- 3) All the above will be cleaned by us wearing PPE, then disinfected between guest change overs.
- 4) All linen will be bagged before leaving the guest rooms, will not be opened until reaching the laundry room or the commercial laundry itself.
- 5) Hospitality trays and contents will be thoroughly cleaned and disinfected.
- 6) All waste, dirty items will be bagged in rooms before being removed for cleaning or disposal.
- 7) All hand rails, door handles and knobs will be frequently cleaned during each day.

13/07/2020

The Denes Guest House, 15 Longmead, Lynton, North Devon EX35 6DQ