

Safeguarding everyone at Brantholme Guest House

We want everyone to continue enjoying their stay with us here at Brantholme and reassure all our guests we're doing everything we can to keep you and us safe. We have made some changes to the way we operate and to comply with current government guidelines.

Arrivals:

- Check in will be from 4-7pm to allow us the maximum time to sanitise and get your room ready for you in a safe way.
- When you arrive there is sanitizer/hand gel/hand roll provided at reception for you to use.
- Pens/card machine/keys are continually cleaned and sanitised.
- We ask guests to settle their bill on arrival to avoid congestion around reception on departure and to reduce the number of times you need to interact with our admin area.

Breakfast :

- We have extended our breakfast time and we're now serving from 8am until 9.30am finishing at 10.15am.
- To keep social distancing in place during breakfast, we have time slots (booked on arrival) for each room & these are staggered. This will help avoid congestion & there are no more than three tables used in the breakfast room at any one time. We ask that you stay on time to help everyone.
- Each table is numbered so there is more than 2-3 metres apart.
- There will be sanitizing/hand gel/hand roll on the breakfast bar.
- We will now be providing small boxed cereals & milk/juice jugs now have lids. Individual sauces will now be on each table.

During your stay:

- We always leave a 'top up' supply at the bottom of the stairs for your hospitality tray.

- **We have provided sanitizer /hand gel/ hand roll at the night entry door and we ask guest to use each time they enter the building.**
- **Your room is just your own during your stay. Although we won't be refreshing rooms, please do leave any rubbish outside your doors for us to collect. If you would like fresh towels or bedding, please let us know at reception and we will leave them at your door.**

Cleaning:

- **We will be spending more time cleaning all the bedrooms. Staff will wear gloves and continue to use our sanitizing spray on all touchpoints.**
- **All hard surfaces will be sanitised including light switches, TV remotes, lamp switches etc. Please be assured that we won't leave anything out.**
- **Public areas, doors, banisters and reception will be regularly sanitised throughout the day.**

Departure:

- **We have left a basket at reception to drop your key off in.**
- **To help us prepare for our next guests, we ask you to keep to the departure time. We wear gloves and continue to use our sanitizing spray as before. We kindly like to remind guests that as we spend longer cleaning rooms that check in will be from 4-7pm.**

We look forward to welcoming you al back to Brantholme & sharing these beautiful views during your stay. If you have any questions about any of our Covid statement or arrangements, please feel free to call us.

Thank you, Frank & Jo.