# BUSINESS STATEMENT

At the Cobbles Guest House incorporating No11 Bistro bar we care about our family of employees and our guests. When we closed in March, we did it with a heavy heart but knew it was in the best interest of our employees and customers.

This plan presents what we will do to keep our guests, employees, and the local community from COVID-19. We will continue to refine and update our planning as the UK Government releases further information and provides us more advice.

Our procedures are not exhaustive but are summarised here to give you some confidence that by booking your stay with us you are in good hands.

Kind regards

Paul and Gill

Cobbles Guest House

# FROM MONDAY THE 6TH OF JULY 2020

**Pre-Arrival Questionnaire**

On the day of arrival all customers are required to email or bring with them signed declaration confirming they have NO symptoms relating to Covid-19. We reserve the right to ask customers to have their temperature recorded on arrival.

Temperatures checks will be carried out for all visitors, and information relating to the location of sanitising stations will be provided.

We always request all guests use face coverings during your stay when moving around the property.

Each guest will receive guidance during check-in on locations of hand sanitiser, COVID-19 awareness signage.

**Dining and Drinks**

All accommodation reservations are transferable to another date subject to availability and the opportunity to book with us directly for short breaks for a discounted stay as well as reassurance when deciding to come this year.

We will be open for breakfast each morning and dinner (opening dates to be confirmed) with allocated times for Breakfast being served in the main Bar and Weather permitting on the garden terrace.

Guests will need to maintain strict social distancing, and booking will be required in advance by telephoning or emailing and reserving a table.

As we re-open we will be reducing the taking of cash payments aiming for all payments being either contactless or pin operated via the credit card terminal.

**Physical Distancing**

Guests will be advised to practice physical distancing by standing at least 1 metre away from other groups of people not travelling with them: while standing in lines, using the Restaurant tables, Bar room and other physical layouts will be arranged to ensure appropriate distancing.

Throughout, we will aim to meet or exceed recognised guidelines.

Employees will be reminded not to touch their faces and to practice physical distancing by standing at least three feet away from guests and other employees whenever possible.

Use of face masks will be evident across the Business where social distancing is not possible.

Our aim by staff wearing masks is so that our customers do not have to.

**Hand Sanitiser**

Hand sanitiser dispensers, hands-free whenever possible, will be placed at key guest and employee entrances and contact areas such as reception areas, and restaurant entrances.

Hand lotion will be provided in guest rooms.

**Front of the House Signage**

Signage reminders are placed at the front door and throughout the property. Room guidance is also in place. There are health and hygiene signage reminders throughout the property including the proper way to wear, handle and dispose of masks, along with reminders to wash hands.

**Guest Personal Amenities**

Room toiletries will also be available in your room.

Disposable masks will be available for guest at reception should they require them at a cost of £2 each if required.

A spray bottle of sanitiser or wipes will be provided in various locations for guest use (subject to availability and stored out of reach of small children).

**Public Spaces, Communal Areas and Public Toilets**

The frequency of cleaning and sanitising has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, reception desk, door handles, toilets, room keys and locks, stair handrails, dining surfaces and seating areas.

Residents are requested to use their en-suite bathroom whenever possible rather than the public toilets and facilities.

Thank you for your cooperation

Paul and Gill