

PORTMELLON COVE GUEST HOUSE - COVID19 RISK ASSESSMENT



Thank you so much for choosing to spend your holiday at Portmellon Cove Guest House.

We have greatly missed our guests and are extremely excited to be opening our doors and welcoming you back again.

We are the same friendly and helpful people we were before Covid-19 and will do everything we can to ensure you have a wonderful and enjoyable stay.

We are committed to providing all our guests with a clean and safe environment and, using best practice Government and World Health Organisation guidelines, we have put in place a set of safety and hygiene protocols to ensure Portmellon Cove Guest House is as clean and safe as possible.

We ask that if you are feeling unwell prior to your visit that you follow government guidelines and do not travel.

Pre-arrival

As usual, we will ask you to complete an online registration form which, on completion, will act as confirmation of our terms and conditions and which will negate the need for a signature on arrival.

We will also ask for an estimated time of arrival to help us control the flow of guests entering and leaving.

Check in will be from **4.00 pm** and check out be before **10.00 am.** Should you arrive considerably later (or earlier) please let us know by telephone.

Contact

Please feel free to contact us by phone (01726 843410 or 07747 440002 (Sarah)), text message or Whats App.

Check-in

Hand sanitiser is available at the front door, at the bottom of the stairs and in the dining room and must be used when entering the guest house, dining room and other communal areas. We also ask that face masks be worn on entry and to/from breakfast (if this is the current legislation).

On arrival we will take you to your room but not show you around unless you would particularly like us to. Your sanitised key will be in your room and if you would like help with your luggage this will be delivered to outside your room.

Your bedroom

Your room will be deep cleaned and sanitised to a high standard using EU standard BS1SEN1276 cleaners and sanitisers. We have removed additional soft furnishings and printed materials to minimise contact surfaces, but these are available on request. We launder all our own sheets, towels etc and can guarantee that they will be washed at 60C. We have made the decision to only clean your rooms every three days and we ask that you leave the room before we enter. Should you require any fresh towels/top-ups etc these can be requested at breakfast or by phone. If you would like daily housekeeping this can be arranged - just ask.

Breakfast service

To provide a high quality, smooth breakfast service we will request breakfasts are pre-ordered the night before. We are lucky enough to have a large dining room so tables will be well spaced but we ask you to enter (at your pre-allotted time) by the double doors and leave through the study and to sit at the same table for the duration of your stay. As we are unable to offer a buffet service we will serve you at your table, including tea, coffee and juice. We regret that due to social distancing we will not be able to provide a guest lounge at present.

Stairs/Library/Games

Should you see anyone on the stairs please stand back to let them pass. Handrails will be sanitised regularly throughout the day. Books and games are available but please act responsibly and wipe these before and after use by using the sanitising wipes available.

Mini-bars/alcohol

Legislation on mini-bars/alcohol is constantly changing but if our mini-bars have to remain empty you will still be able to request any items off the list and these will be placed outside your room. Also items can be pre-ordered at registration and they can be arranged for your arrival i.e. cream teas/high teas/Champagne and strawberries/chocolates, flowers etc.

Methods of payment/check out

Our preferred method of payment is bank transfer but debit/credit card payments are acceptable as is cash (if necessary). On your last day we will prepare your invoice and email it to you. We then ask that you either pay this by bank transfer or agree to us taking the amount from the credit/debit card details we hold for you. On departure please leave your room key in the room and let us know when you are leaving.

Garden/outside areas

We are extremely lucky to have numerous outside areas for you to enjoy but please bear in mind social distancing.

This is as new to us as it is to you but we assure you that you will be made very welcome and that we will do our best to ensure you have a happy, safe stay at Portmellon Cove Guest House - We are good to go!