

## **Harmony B & B Covid19 Risk Assessment & Policy**

Over the past few months, we have found ourselves in unprecedented times and all of us trying to adapt to the new world we find ourselves currently living in. We would like to reassure our guests that when taking a stay here at the Harmony that we have your health and safety as our main priority and by following the guidance set out by the Government, we hope to make your stay here a safe and happy one.

We pride ourselves on our high levels of cleanliness in every area of our B & B, which our past reviews will validate. We have achieved a 5-star rating for our food hygiene and with no other staff, its just the two of us looking after you during your stay here. From serving you your breakfast to the cleaning of the rooms.

You will see listed below the details of our actions we are taking to keep us all safe following the completion of a risk assessment. The policy is based on Government guidelines produced for the Hospitality businesses. As their advice can change, we will update this document as and when needed, so if your booking is some way off, you may wish to check back nearer the time.

### **Before you arrive**

As per the government advice, please do not travel to us if you or anyone in your party is showing any of the Coronavirus symptoms (ie fever, persistent cough, loss of taste or smell.) We will happily re-arrange your stay for a future date.

### **Arrival & check in**

Where possible we will contact you a few days before your stay to get an approximate time of arrival, should you wish to make your payment of any outstanding balance due and to complete any further documentation required for your stay.

Should you arrive at the same time as another guest, we would kindly ask that you wait either in your car or in our car park until it is safe to proceed into our reception area. Maintaining the 1m-2m social distancing at all times.

Masks must be worn on entry to the reception area and whilst you are in the communal areas of the building.

Your room keys will be sanitised and ready for your collection.

If you do not require help with your luggage, then we will direct you to your room.

If you would like us to carry your luggage to your room. We will follow on at a safe distance and place this outside your door.

### **Corridors & Stairways**

Having the advantage of 2 staircases going up to the rooms and also down into our breakfast room, signage will show you the direction up/down to ensure that guests can move freely around the B & B and maintaining the 1m-2m distance.

### **Guest Bedroom**

Before your arrival and following the departure of the previous guest, your room has been fully cleaned in accordance with the Covid19 guidelines. Each surface has been cleaned with the approved antibacterial spray.

We have removed the decorative cushions and runners from all of the beds to make cleaning and sanitising easier. All the white linen is sent to be commercially laundered.

We would ask you to wash your hands regularly and antibacterial handwash has been provided for your stay.

### **Room Servicing**

We regret that we cannot clean your room daily. If you are staying with us for 3 nights or less, this is to minimise the contact in the guest's bedrooms. We will however offer a service each day with items that you may require. Eg, clean towels, toilet rolls, clean cups, teas/coffees, milk etc. A service form will be available for you to complete each day if required.

We would ask you to empty your own bin and leave the bagged rubbish outside your door, along with any dirty cups/towels and we will briefly enter the room to leave your requested items.

For stays of 4 nights or more, room servicing can be carried out at intervals during your stay which will be discussed with you on arrival.

### **Breakfast**

We will operate the dining room with a maximum of 4 tables in use at any one time ensuring the social distancing rules can be adhered to. If your table is not quite ready for you, then you will be asked to take a seat in our Bar area which is located next to the Dining Room.

We will offer 2 breakfast sittings of 45 minutes and you will be asked upon arrival of your preferred time slot.

Our breakfast buffet option on the sideboard will unfortunately not be on display but the items will still be available for you and will be served straight from the kitchen.

Salt, pepper, sugars will be in single sachets and jams/butters will be served to you as you request.

Teas, coffees and hot chocolate will be served to your table on request.

Alternatively, a simplified breakfast option on a tray can be ordered to your room. We will knock on the door and leave the tray outside for collection. We would ask that once finished the tray is left outside the door.

Masks can be removed once seated in our Breakfast area.

### **General**

80% alcohol hand Sanitiser will be available in our reception area and dining Room, this will allow you to clean your hands on entering the building and during breakfast time.

Should you use our common areas, including the smoking area to the front of the building, please remain 1m-2m from other guests.

On hearing the fire alarm, please evacuate as normal and keep a 1m-2m distance from other guests where possible and whilst standing outside in the car park.