



Coronavirus (COVID-19)

Sundial Guest House Statement 20 July 2020

At Sundial Guest House we take very seriously the health and safety of our guests and even more so during these troubling times facing the Covid-19 Pandemic. We have conducted a thorough Risk Assessment based on the Government and Health and Safety Executive guidance; reviewing every part of our guest house and our processes and made appropriate measures and controls to minimise the risks of infection from Covid-19.

The measures we've put in place include:

- Enhanced cleaning beyond our usual high standards.
 - All common areas of the guest house will be cleaned and sanitised to government guidelines on a regular basis, including door handles, light switches, banister rails and other regular touch points.
 - All guest rooms will be cleaned and sanitised using high quality cleaners and disinfectants. Specific attention to high touch point areas such as door handles, remote controls, light switches, kettle handles, fridge handles etc. Well ventilated between guests. Rooms will be left empty between guests for at least 6 hours to allow for extra cleaning and ventilation.
 - Crockery, coffee, tea and milk containers will be removed from room, emptied and sanitized between guests, with fresh items transferred safely to containers.
- We have removed additional soft furnishings and printed materials to minimize contact surfaces, but these are available on request.
- Room keys will be sanitised between guests and left safely in your room door prior to check in to allow safe distancing. We will not take you to the room unless required to do so.
- Rooms will not be entered during your stay and will only be cleaned on request when the guests are not in the room. We appreciate your understanding during this time that this will be limited for safety purposes. Extra towels, toiletries, tea, coffee, etc are available on request via whatsapp, email or calling the contact number and email provided.
- If bins need emptying, they can be emptied in bin provided in guest lounge or left outside your room after notifying us on the contact number or email provided.
- Investment in high quality hand sanitiser and cleaning wipes at key points through the guest house for guests including rooms.

- Owners and staff will be required to wear face masks in guest accommodation 24 hours prior to and during guest occupancy.
- Owners and staff will maintain a high level of hand cleanliness and hygiene
- Social distancing between owners, staff and other guests will be ensured where practically possible.
- If you require assistance with luggage, this will be moved ensuring social distancing and left outside your room.
- We have removed many unnecessary items from around the guest house to enable thorough cleaning. All key touch points will be regularly cleaned using sanitiser. We are also placing high quality cleaning surface wipes at key points for guests to use as they feel appropriate.
- We will keep our guest lounge open but ask that guests maintain social distancing. We have removed most soft furnishings and games. Hand Sanitiser and surface wipes will be available in the guest lounge. For guest using common facilities in the lounge we request that wipes are used on all items used prior to and after use, e.g. microwave, toaster, sides, taps. We ask that drink making facilities in rooms are used with drinks brought to the lounge. As per above we will also ensure regular cleaning of these areas. All crockery and cutlery used should be placed in clearly marked bucket provided, this will be removed and properly cleaned.
- To allow ease of access to owners and staff and reduce the need to speak face to face with staff we have implemented a range of on-line contact methods including SMS, Wahtsapp, Messenger and of course phone.
- Our preferred method of payment is debit or credit card but we will accept cash if necessary. At check-in we will ask if it is acceptable for us to take payment automatically removing the need to use the credit card machine. An invoice will be emailed to you.
- To reduce contact with staff and other guests we are happy for guests to leave without any formalities provided payment has been processed and your key has been returned (to the container by the front door.)

If you have any questions on the above or our more detailed risk assessment please ask.

These processes may change as we are required to comply with the latest government guidelines.

We ask that all guests respect the Covid-19 guidelines.

We obviously reserve the right to cancel bookings should the government extend the shutdown of our business or reinstate the lockdown at a later date.

If you feel unwell or show any symptoms of Covid 19 prior to your stay, please follow government advise and do not travel, inform us and we will cancel your booking free of charge or rebook you for a later date. If you feel unwell during your stay please inform us by phone or whatsapp and follow latest government advise, we will take the necessary measures in informing other guests and staff.