

Covid 19

Covid-19 is posing a major challenge for all of us, to get on with our lives while staying safe. We've studied carefully the Government and industry guidelines on how to provide our usual high level of service, while adhering to – or exceeding – what we need to do to keep us all as safe as possible. Here are the main points:



What we're doing (or not doing):

- ❖ We have undertaken a full Risk Assessment, in line with Government guidance, and this is available on our website – www.dowfoldhouse.co.uk
- ❖ We're keeping the place spotless (as always!) – and regularly disinfected
- ❖ We're scheduling arrivals, departures and breakfast times to ensure that different sets of guests (bubbles) do not have to mingle, and to allow for cleaning and resetting of the room between services
- ❖ We're maintaining social distancing, and wearing facemasks whenever we interact with guests. Hands will be washed early and often – before and/or after each interaction
- ❖ We're not servicing rooms during a guest's stay. Any supplies needed for the rooms – tea, coffee, fresh milk, toiletries etc. – will be supplied on request
- ❖ We're closing out each room for 24 hours between different guests, so we can clean, ventilate and sanitise the room properly for the next people to come in
- ❖ We're maintaining Test and Trace records as required by the Government. We also support the NHS Test and Trace smartphone app
- ❖ We're equipping all rooms with hand sanitiser, disinfectant wipes, paper towels and covered bins
- ❖ If you can't come – or we can't take you – due to changes to Government guidance/advice/regulation, we'll make you a full refund of anything you've paid. Otherwise, our standard cancellation terms pertain.

What we ask of you

- ❖ Please ensure that we have your contact details, and the names of all guests in your party before arrival if possible. This will simplify signing in and allow us to meet our obligations under the Test and Trace regulations
- ❖ Please maintain social distancing – if another guest appears to be arriving or leaving, or is in the drive or garden at the same time as you, please give them space
- ❖ Please pay online if possible; otherwise we'll enter your card details directly into our online payment system
- ❖ Please observe hand-washing protocols, and we'd ask you to wear facemasks/coverings while moving through shared spaces
- ❖ Please co-operate with our attempts to stagger arrivals, departures and breakfast times. We'll do our best to accommodate everyone's need, but safety first
- ❖ Please be ready to order breakfast the night before; we will offer buffet where we can
- ❖ We don't do evening meals – never have – so if you need to eat out, think about booking ahead. There are many good eateries on our website – www.dowfoldhouse.co.uk
- ❖ For things to do or places to visit, we suggest you look at www.thisisdurham.com which will always have the latest information about what's available

If you have any ideas about what else you think we should do to keep you – and us – safe, do say.

Above all, enjoy your stay – and **STAY SAFE**. Thank you.