

## **MITCHELCROFT BED & BREAKFAST: COVID19 INFORMATION FOR OUR GUESTS**

We fully understand that we now live in a different world and our guests will want to know that we are doing everything we can to ensure the safety and hygiene of our establishment.

We have always considered cleanliness to be the most important part of our success. During this national confinement we have worked with suppliers of cleaning products to make sure we have the best tools at our disposal. This allows us to clean our rooms and greatly reduce the risk of contamination.

As a result, we have revised some of our daily practices and services to minimize the risk of contracting and spreading the virus. All of these rules will be constantly revised and subject to any change in accordance to government rules and best practice.

These major changes include:

- Only two of our three rooms will be open during 2020. This allows for a safer environment for our guests
  - Hand sanitizing will be compulsory when arriving at Mitchelcroft .
  - Intensive deep cleaning of rooms between guests.
  - All decorative bed linen, cushions and magazines will be removed from the rooms during this crisis.
  - A cold box will be available in your room to allow you to keep drinks and other items cold.
  - During this period we will not be servicing your room during your stay, if that is preferable to you, however new towels and other supplies will be available upon request
- The dining room will be open for breakfast, however we have replaced the communal dining table with separate tables at more than the regulated 2m apart. Guests should sanitize their hands before entering and leaving the dining room. If you are wearing mask's, we ask that you do not place these on the table whilst eating but dispose of them in a pocket or bag.
- We will offer individual breakfast times to alleviate sharing the dining space with other guests.
  - There will be an individual buffet for each table, a toaster, tea and coffee will be provided at the start of breakfast
  - All food is prepared here in our kitchen and only by ourselves. We have no employees or people entering our kitchen from outside our company. All food suppliers will also adhere to our strict hygiene rules to reduce contamination.
  - We would ask that you do not use the guest lounge or library during your visit.
  - Guests will have use of the extensive outside garden space, but again, with physical distancing in mind.
  - Until the end of the crisis we will wear masks in all customer areas and we will ask our guests to respect the physical distance between us.
  - Guests may use WhatsApp or the bell placed outside the hosts private area should you wish to communicate with us.
  - Our information book will be available to download onto your phone or device.
  - Check in and check out will be done with physical distance in mind.
  - The payment of your stay will be made remotely using the bank card of your choice and the invoice for your stay will be delivered remotely on the day of departure after breakfast.

**WE SHALL UPDATE THIS INFORMATION AS AND WHEN NEW GUIDANCE IS  
AVAILABLE FROM THE UK GOVERNMENT**

**THANK YOU**