

STOBERRY HOUSE - CORONAVIRUS COVID 19 POLICY

HOW WE WILL KEEP YOU SAFE IN THESE TIMES

We have been working hard adapting our procedures in line with Government guidelines so your stay is memorable and safe and working on best practice measures within Stoberry. Precautions have been thoughtfully and innovatively implemented to comply with government guidelines, while also ensuring that your experience is not overly compromised or diminished.

We want to share some of processes with you so that you have peace of mind and it is important for everyone's safety. We are surrounded by our renowned six and half acres of gardens providing the opportunity to escape and enjoy the tranquillity and the outstanding views.

DURING YOUR STAY...

We will contact you prior to arrival and update you regarding our check-in process.

On arrival you will be given your key for your self-contained accommodation for you to use during your stay. Your room key will be thoroughly sanitised before your arrival and placed by the door.

Although we are now working with suites, we have invested in the equipment that the high-end luxury hotels are providing. We have taken extra care in preparing your room. Prior to your arrival, every room is cleaned with a misting / fogging technique. This pioneering technology disinfects all surfaces and the atomised sanitiser kills 99.9% of all bacteria and viruses, and as with other major hotels, this will be used across the entire suites that will be sanitised on every guest departing and again prior to new arrivals.

All our rooms are now suites and will be deep cleaned between guests. We have sanitisation stations for each suite – every suite will be provided with a sensor pump hand sanitiser containing skin friendly 70% alcohol to use while on the premises and we encourage you to use these liberally.

Please wash your hands when returning to your room.

All pillows, quilts, mattresses, cushions, soft furnishings are also sanitised using the same technique. All linens, towels, and robes and bedding are washed by a professional laundry to Government advised standards at 70C + temperature that also kills 99.9% of all bacteria and viruses. Slippers and all other room consumables are replaced after each stay. We have removed all our little extras like toothbrush, toothpaste etc, but these are all available on request if you have forgotten anything.

All our staff are provided with fresh PPE and trained in our cleaning policy. Housekeeping staff will not enter the bedrooms during the guests stay and housekeeping services, including turndown, will not be available. To ensure your safety and that social distancing is maintained, we are reducing the number of bedrooms to provide three self-contained suites for the exclusive use of guests during their stay.

We will operate a minimum 2-night stay policy to encourage fewer room changeovers.

Please feel free to ask questions if you have any concerns with these precautions.

All our windows are opening and all windows have blinds. Your remote control for the TV will be covered with disposable bags – please do not remove these. The staff will change these when they clean the room.

Door keys: there will be a box provided for you to place door keys in at the end of your stay so they can be removed to be sanitised.

We will take your credit card details prior to arrival to ensure a smooth check-out process and minimise the need for contact. Please note we do not accept cash. If you wish to leave a gratuity please let us know – all of this is shared amongst the staff. Check-in time is between 4pm and 6pm – No Earlier; if guests are going to be arriving late please call us well in advance as we will no longer have as many staff always on the premises. If you are held up for some reason, please notify us in advance as if we are not notified of your arrival time and we may need to charge for any staff having to wait for your arrival.

Please Let us know if you have any concerns. This is a new situation for us all and we want to make your stay with us the most comfortable, relaxing and safe it can be, so we are very happy to hear any feedback.

BREAKFAST

Breakfast will be served in guests' suites as a personal breakfast tray, as sadly our much-loved Stoberry grazing breakfast buffet is not viable with current guidelines. The Studio suite can be accommodated for breakfast in the Orangery; or, outside, weather permitting. Please leave your breakfast tray outside the door of your suite in the container provided.

Our breakfast menu will be sent with your confirmation letter, which includes a selection of cooked and continental. We will ask our guests to pre-book their Breakfast time on arrival, or before. We will contact you prior to arrival – if you are on your way, from a different destination, please can you ensure that we have your mobile number.

STOBERRY GARDEN

Guests have access to the garden; we have a one way system for our guests safety just in the sunken garden, and we are limiting the number of visitors to the garden to enable guests to maintain a safely distanced environment for all.

HEALTH PROCEDURES

If, prior to arrival at Stoberry, you have any COVID-19 symptoms such as fever, cough, shortness of breath, or loss of taste and smell, we ask that you contact us, before leaving home, so that we can reschedule your stay.

It is important to note, that for the safety of other guests and our team, any guest staying with us that displays symptoms consistent with COVID-19 will be asked to seek medical attention. Should you be advised to self-isolate, we will request that you check out immediately and return home. You will be refunded the balance of your stay.

Our commitment to you:

- All staff are required to:
 - o Stay at home when unwell
 - o Practice good personal hygiene, including regular hand washing
 - o Maintain social distance
 - o Wear PPE when appropriate
 - o Follow Stoberry's COVID-19 Secure operating procedures
- We monitor government guidance daily and act quickly to implement any changes and train staff accordingly.