

Reducing the risks and staying safe at Townhouse Bed & Breakfast

We have provided the following information in the hope you will be reassured that we will be working hard to make your stay with us as comfortable and safe as possible.

Lots of the things we have listed below we have always done and good hygiene standards have always been essential to our working, but now it does feel important to mention all the relevant steps we take for COVID-19 safety reasons.

COVID-19 STATEMENT

As a husband and wife team with no staff, we would like to reassure you that the health and safety of our guests is paramount at all times and we will be constantly striving to reduce the risk from COVID-19 to our guests and ourselves, by following all relevant government guidelines and assessing the services we provide.

SAFETY STEPS

Hand sanitising gel will be available in the hallway, first floor landing and dining room.

Social distancing rules will be observed by us at all times. Please respect this.

Rooms are cleaned and aired between guests, all hard surfaces, keys and equipment etc, sanitised with antiviral cleaner.

All Linen is hygienically cleaned to infection control standards.

All towels, mattress covers and pillow protectors are washed with added laundry sanitiser.

Bedding that can't be washed is rotated and quarantined between guests.

Antibacterial soap is available in all en suites.

Rooms will not be serviced during your stay, unless necessary for maintenance. We will remotely provide for the top up of breakfast tray etc.

All crockery, cutlery and glassware are washed in a dishwasher at 60°C+ with a recommended detergent.

All door handles, banisters and other 'touch points' are regularly cleaned with antiviral cleaner.

Socially distanced tables in dining room are provided.

Breakfast will be fully served with appropriate safety procedures.

We strive to remain paperless and contactless wherever possible.

Card payments will be preferable.

PPE will be used following all applicable guidelines.

Guests will be requested to adhere to distancing rules when walking round the property.

We will still be having face to face contact with our guests, according to distancing guidelines.

There may be some other services we are unable to offer, or that are altered, for the safety of our guests and ourselves.

Guests are asked to adhere to current Government COVID-19 guidelines at all times on our property.

Guests' courtesy is requested to ensure distancing measures are observed with ourselves and other guests, in the common passing points such as the hallway and the stairs, which will require a 'wait and let pass' system.

Vision of the hallway and landing from the stairs is good, so usual courtesy is all that is required to ensure distancing in these areas.

Thank you for helping us keep our premises safe and enjoy your stay

Thank you

Christine & Duncan