



Plumpton Court



Covid 19 Guidelines

Now that we have a definitive date from the government for re-opening, we want to reassure our guests of the measures we are taking to make your stay as safe and as comfortable as possible.

We pride ourselves on our personal touch and warm welcome and want our guests to feel happy and relaxed. We will continue to maintain our usual high standards of cleaning and will be putting extra controls in place. We will be following all government and local authority guidelines.

We also want to make sure that our neighbours are confident that we are doing everything to protect them at this time and we would ask that all our guests respect social distancing guidelines when visiting us.

Bookings/Check-in/Arrival:

Our normal booking and cancellation (48 hours) procedures are still in place and we must continue to ensure we have your full contact details in order to allow sufficient communication.

We will contact you to confirm an exact time of arrival so that we can maintain a safe distance between yourselves and other guests. We will also ask you to confirm that you have no coronavirus symptoms and that you have not been in contact with anyone who has. You will be required to sign a disclaimer on arrival to this effect.

Unfortunately it may not be possible to offer you our usual complimentary tea/coffee/cake at this time, but we will put some in your room.

Your stay:

All our rooms will be thoroughly cleaned and disinfected between each stay and we will be allowing 1 night between bookings. For the time being we will be replacing our usual duvet covers with white covers from the laundry service. This will enable all laundry to be sent away for professional cleaning. In addition, we will be removing any soft furnishings from the room.

Complimentary hand wash will continue to be provided in all rooms and we ask all our guests to ensure regular washing of hands.

For stays of 4 nights or less we will not be servicing rooms on a daily basis as we would ordinarily do.

For longer stays and after 4 nights we will service your room with your consent.

In order to ensure sufficient safe distancing, we will initially only be letting some of our rooms at any one time, unless it is a booking for members of one family group.

Continued on the next page

General:

We will regularly disinfect frequently touched surfaces in our communal areas.

As our building is a 17th Century house, some of our corridor spaces are quite narrow. We ask all our guests to bring a mask to wear when moving around the house and to adopt social distancing as far as is possible.

From 1st August, we will re-open our lounge area but only for the sole use of one room or party of rooms at any one time, in order to maintain social distancing. Our bar will be service only and drinks can be consumed in the lounge if available, in your room or in the garden. This will be reviewed as further information becomes available.

Leaflets for our local attractions will only be available on request, however, most information can be accessed online.

Hand sanitisers will be provided in communal areas and we must ask all guests to ensure their use before entering the dining room.

Breakfast:

We will be asking you to select a time for breakfast and will allocate you a set table for your whole stay. Tables will not be laid and we will bring you everything you need.

Our breakfast is usually a combination of buffet and table order service, but for now we will ask you to pre-order the evening before and all food will be brought to your table.

We will be wearing gloves to prepare your food.

Departure:

On departure day, we will ask you to leave your keys in the room, and weather permitting, open the window before you leave. Where possible, we will take payment through our system on arrival and provide you with a receipt in your room. If this is not possible, we will take payment over the phone or using the card machine if necessary.

We are required to keep your contact details for a minimum of 21 days in order to track and trace any possible coronavirus outbreak. In addition, if you develop symptoms within 14 days following your departure you are requested to notify us immediately.

We really hope that with these measures in place, you will feel reassured of a safe and happy stay with us. If you would like to discuss anything with us before your visit, please do not hesitate to get in touch.

Chris & Jenny