

# CALLENDER HOUSE COVID-19 OPERATING PROCEDURES

Whilst we have made some changes this year, it is important that the essence of Callender House remains the same. You will still enjoy a very welcoming and relaxing stay, a delicious breakfast and, of course, home-made cakes. However, Covid has changed life for us all and it is important that we do everything we can to keep us safe and well. To this end, we have added the following information.

## BEFORE YOU ARRIVE

Government guidance says if you have any possible Coronavirus symptoms, or have been in contact with anyone showing symptoms of Covid, please do not travel. We do have a 14-day cancellation policy in place but, just for peace of mind in the current circumstances, if you develop Coronavirus symptoms within the 14 days of your arrival date, we will move your reservation to another date to suit you.

It would be a good idea to download the official NHS Track and Trace app on your mobile phone, if you do not already have one. We will try to ensure that all your booking information is completed online so that it is not necessary for you to sign in on arrival.

## ARRIVAL

We have a hand sanitation point at our entrance and request that all guests sanitise every time they enter. We can help with luggage if required and will show guests to their bedroom and explain the facilities on offer, without entering the bedroom.

## GUEST BEDROOMS

Pillow and mattress protectors will be laundered after every stay. Hand towels, bath sheets, bathmats, sheets, duvet covers, and pillowcases are laundered at temperatures in excess of 60 degrees which has been proven to kill any trace of the virus.

Soft furnishings such as cushions and bedspreads will be removed. Guest information folders will be in a format that can be wiped with disinfectant and information about places to eat can be found online via our website [www.callenderhouse.co.uk](http://www.callenderhouse.co.uk). If we can help with local knowledge, please do not hesitate to ask.

We will ensure all crockery and glasses on the refreshments tray have been washed in a hot dishwasher and replaced between guests, even if they look as if they have not been used.

Daily room servicing will only be carried out at your request. If you would prefer that we did not enter your bedroom during your stay, let us know at breakfast if you need more milk, tea/coffee bags, toilet rolls etc. We would ask you to empty your own bin each morning when necessary and leave the tied bag outside your bedroom door, together with any empty glass wine bottles or cans, for us to take away. We wouldn't like you to miss out on

your homemade cake and we will make sure it is in your sitting room waiting for you when you return.

## **BREAKFAST**

Callender House has been awarded a 5-star rating for Food Hygiene and we shall continue to maintain these highest standards of cleanliness and food safety.

We request that you place your breakfast order the night before and we shall try to stagger breakfast times. Our breakfast table will also look a little different as we will use paper napkins instead of linen and individually wrapped butter portions.

## **CHECK OUT**

In order to cover extra cleaning controls, arrival and departure times have changed slightly. Checkout is by 10.30 am and Arrival from 3.30 pm

On check out, we would be grateful if you could open the windows for ventilation.

Payment can be made through our Stripe payment system, and a receipt will be emailed to you.

## **IF GUESTS FEEL UNWELL AND ARE SHOWING SYMPTOMS OF COVID-19**

If you develop any symptoms whilst staying with us, please inform us immediately.

Government guidance states:

*"If a guest is displaying [signs of the Covid-19 virus](#) while staying in overnight accommodation for a permitted reason, they should inform the accommodation provider, immediately self-isolate where they are to minimise any risk of transmission, and request a test. If they are confirmed to have Covid-19, they should return home if they reasonably can. They should use private transport but only drive themselves if they can do so safely. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority. Guests should follow government [guidance](#) on dealing with possible or confirmed coronavirus (COVID-19) infection. Once the guest has returned to their main residence, they should continue to follow the government guidance on [self-isolation](#), [household isolation](#) and [social distancing](#)."*

## **IF WE ARE FEELING UNWELL AND ARE SHOWING SYMPTOMS OF COVID-19**

We are a small husband and wife team, Carol and Keith Townson. We will continue to take intermittent lateral flow tests, and if we feel unwell and show symptoms, we shall immediately take a PCR test. If we test positive or need to self-isolate, we may need to cancel your booking at short notice. If this should happen, we will arrange alternative dates for another stay.

We shall continually monitor the situation and make any necessary amendments if the Government issue any changes to their guidance.