

## CRANBORNE COVID -19 SECURE POLICY.

Your well-being during your stay at Cranborne is very important to us. In this light of the Covid-19 pandemic and to abide by Governemnt Guidelines, we have drawn up a policy with the aim of keeping everyone safe.

The main changes are as follows: the 1+ metre social distancing rule is in place throughout the Guest House; hand sanitisers are readily available at the entrance and the dining room; the way we operate at breakfast has altered; our cleaning policy has been reviewed; our bedrooms have been reduced to accommodate with social distancing making it easier. We have purchased a non-contact forehead thermometer for guests should you need reassurance about your temperature.

Understandably, there may be further changes in the light of the current evolving situation, but we still hope to make your stay a pleasant holiday experience.

### Pre Arrival

If you or anyone in your party develops a fever, persistent cough or loss of taste/smell whilst on your journey to us, please return home. We shall of course, rearrange your stay for a later date at no extra charge.

### Check-in

If you walk up the steps at our front entrance and notice another guest, please ring the inner door bell and wait for us to let you in once the previous guests have been shown to their room. All door handles and door bells are sanitised at regular intervals.

Anti viral high alcohol hand sanitiser will be available at the front door please use this before entering each time you come in.

You will no longer need to sign a registration form. Your keys will have been sanitised before hand and ready for you to use.

We are pay on arrival unless already paid online. Our card machine is wireless and will be disinfected before and after each guest.

### Directing you to your room

We have one main staircase leading from the ground floor. The banister will be regularly disinfected as will all touch hot stops, ie door handles light switches. Guests need to be aware of social distancing on the staircase, giving way on the landings where necessary.

### Bedroom and En-suite

Before your arrival your room will have thoroughly cleaned and sanitised, paying particular attention to areas and items of high use such as door handles, light switches, television remote control hair dryers etc.

Your room will have been vacant for 24hrs previous to your visit and again after you leave before the next guests.

In accordance with Government guidelines, rooms can no longer be serviced daily. However we will collect any bin bags from outside your door after breakfast and leave fresh ones for you to use.

Mugs , spoons and glasses will be collected from out side your door and replaced with clean ones. All crockery is put through a high temp wash through a dishwasher.

Teas, coffee, milk sugar will be replenished on request and again left outside your door.

Toiletries - toilet rolls, individually wrapped soap, shampoo etc - will also be supplied upon request.

We have removed our welcome books so if there is any thing you would like to know please ask.

## Breakfast

In order to comply with social distancing we have had to change a few things. All breakfast options are still available. But we can no longer have a cold buffet for you to serve yourselves. We will have fresh fruit yoghurt, cereals nuts/seeds available from the kitchen  
Our menus are laminated and will be disinfected after each guest. Sharon and Mandy will wear face guards and stand at least 1 + metre distance and deliver your food to an empty table adjacent for you to collect.

## Lounge

Due to the size of our lounge and social distancing have closed the lounge to guests.

## Checking out

We always like to say good bye to our guests so please do find us. Unless it is really early! Please leave your keys in the box provided on the table by the front door before departure.

