



During the lockdowns we have been busy following Government guidelines to put new regimes and processes into place that will help keep you, our staff and ourselves as safe as possible.

There will be differences to your normal experience of staying at Glyn Peris but we will do everything we can to make sure your visit is as comfortable and enjoyable as possible.

There are a few things that we need to draw to your attention so that you are aware of certain protocols to follow and what to expect before and during your stay.

By proceeding with your booking you agree to these new terms.

Booking

- A deposit of one night's stay per room will be taken as usual on booking.
- You will receive a confirmation email with all the information you will need and later, an email with a link to the breakfast menu as you will need to order your breakfast in advance.
- You will also be sent an online registration form that **MUST** be completed prior to your arrival.
- Paying your bill – to avoid close contact and having to use card machines, the total outstanding balance will be taken using your card details on the **DAY BEFORE** arrival.
- After booking, if you develop one or more symptoms of Covid-19 before arrival, please contact us immediately to postpone your stay with us. Symptoms include a new persistent cough, high temperature or loss of smell and taste.

Check in

(between 3.30 and 9.00pm)



- If you arrive early you are of course welcome to leave your car in our parking area but please note we cannot admit you into the house until after 3.30pm. Please note we do not have any public bathroom facilities.
- Please make sure you are wearing a mask on arrival and when in the hallway and on the stairs or landing – Government guidelines state that everyone **MUST** wear a mask in indoor public areas at all times.
- Please use the hand sanitising station before stepping into the hall.
- We will be wearing masks to greet you and will remain at a safe 2m distance from you at all times.
- You will have been sent an online registration form prior to your arrival so there won't be any paperwork for you to worry about. And payment will have already been taken too.
- Sadly we have been advised not to help guests with their luggage or to show you to your rooms; we will therefore explain the way to get to your room. The room will already be unlocked and the key will be in the room, already sanitised.
- Government advice is for you to wash your hands as soon as you go to the room, using the antibacterial hand wash provided in your ensuite.

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During your stay

- To maintain safe distances, please do not linger or congregate in the public areas.
- If you see us or another guest already on the stairs, please stand to one side at the end of the staircase to allow that person to safely pass.
- The guest lounge will remain closed to guests until further notice.
- If you are a party booking from different households, please do not meet or congregate in any of the rooms or public areas but arrange to meet outside the house when heading out and about.
- Breakfast will now be served in the dining room and no longer delivered to your room.
- Please remember to use the hand sanitiser each time you come into the house and to wash your hands each time you return to your room.
- Check out (10.00am) – as you will have already paid in full before arrival, an official check out is not necessary. Please leave your key in the bedroom and leave your bedroom window OPEN before departing. We will of course be here to say farewell and wish you a safe journey.

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Breakfast



- As of Saturday 19th February 2022 the dining room will be open and breakfasts will no longer be delivered to your room.
- You will be sent a link to the online menu where you are able to select your choices for your cooked breakfast and times.
- If you wish to change your order during your stay, please ask to complete a new form and leave it on the hall table.
- Please make sure it is ordered before 6.00pm the night before it is required, otherwise we will assume you are happy with the same breakfast as before.
- Rest assured that all food is prepared in the kitchen which is thoroughly cleaned every day with all work surfaces sanitised before and during food preparation. Masks, gloves and aprons are worn by anyone working in the kitchen and all Food and Hygiene protocols are followed. All crockery, glasses and cutlery etc are washed in the dishwasher at 60 degrees. The plastic breakfast boxes are sanitised after every use.



House keeping and laundry

- All bed linen is cleaned by a professional laundry service and all towels are washed at 60 degrees.
- Rooms are well ventilated, cleaned thoroughly as usual once guests have checked out and are then sanitised. Once a room is cleaned, it is checked and locked so that no one can enter until the arrival of the next guests.
- All public areas will be cleaned and sanitised regularly every day.

If you feel unwell

If you start to feel unwell or develop any of the symptoms below, please tell us immediately:

New persistent cough

High temperature

Loss or change to your sense of smell Loss or change to your sense of taste

Any guest(s) having to leave due to being taken ill will not receive a refund and anyone having to stay with us to self-isolate because they cannot travel home will be charged for the extended booking.

Please note that if we have to close the guest house to self-isolate as a result of a guest being diagnosed with Covid-19, we regret that we are not able to offer refunds but will hold payment towards a future booking.

Pack lunches



- If you wish to order pack lunches, please use the link to the online booking form found on our menu page.
(<https://form.jotform.com/202104106063335>)
- Please submit the form **by 6.00pm** on the evening before they are required.
- The cost (£6.50 each) will be added to your booking and payment will be taken using your card details.