



Spring / Summer 2021

Dear Guest

We are looking forward to welcoming you to Lowther House. Due to COVID-19 and the various Government Policies we would like to inform you of what actions we have taken to ensure your safety and hope that you will enjoy your stay with us. The information below might seem long and onerous, but it is necessary for your own health and safety and that of other guests during your stay. **Please take the time to read through this letter thoroughly.**

1. **Prior to Arrival:** Please let us know your ETA so we can be sure to be available to greet you.
  - Please cancel or defer your stay with us if the following applies: If you have symptoms compatible with COVID-19 or have been in contact with a person with COVID-19 or with symptoms of COVID-19 in the 14 days prior to your check in date. If you have made a booking via Booking.com or Expedia please ensure you cancel your booking via them, we are not able to do this for you. We will be notified. If you have made your booking directly with us either by phone, email or our website then please let us know directly by any of these methods.
2. **On Arrival:** We will not be able to welcome you in the English tradition of shaking hands nevertheless we will be delighted to meet you. Following current advice and as an added precaution, we will be wearing facemasks and request that you do also when moving around inside the property. On entering the property, we will ask you to make use of the hand sanitiser before using the handrail on the stairs. If you need assistance with your luggage, we will be wearing protective gloves.
3. **Your room:** Your room will have been thoroughly cleaned and disinfected but unfortunately has had to be stripped of our usual niceties such as books, magazines and games. We have also had to change some of the beverage tray items to prevent any possible cross contamination, however you will still receive your DAILY FRESH HOME BAKED CAKE.
  - All linen is sent to a professional laundry (Yorkshire Laundry) and washed in accordance with Government Guidance. Mattress and Pillow protectors etc are changed and washed after each guest check out and laundered and set aside for 24hours before re-use.
  - We have provided each room with Hand Sanitiser for your personal use, in addition each room has a cloth and spray disinfectant available should you feel the need to clean anything for your personal reassurance.
  - As usual your room will be serviced each day once you have vacated unless you specifically request us not to do this.
  - Please leave a window ajar for ventilation purposes during your stay.

- TV Remote, this has been sanitised prior to your arrival along with all other surfaces and is therefore okay for you to use. Unfortunately, we do not receive TV signal between May and September (which you might be glad of). If you would like to watch a DVD please speak to either of us and we will assist you in selecting one from our collection.
- Prior to leaving your room please use hand Sanitiser or wash your hands before ascending the stairs to go out or make use of the dining room etc.
- A breakfast menu is in your room and we ask that you complete this fully including the time you would like breakfast. When completed please leave it outside your room or pass it to us before retiring for the night.

#### 4. Dining Room and Catering:

- Before entering the dining room please use Hand Sanitiser. We shall be using protective gloves when preparing and serving any food. The table covering during this time will be PVC for ease of cleaning and further protection to you. Our buffet table of cereals and juices will be available, as you have made use of the Hand Sanitiser you will be able to help yourself however if you prefer, we can assist and serve you. Weather permitting, we are more than happy to serve you breakfast al-fresco under one of the pergolas in the garden where you can enjoy the morning sounds of country living.
- During your stay in the area you will find that some of the local restaurants and pubs are open offering perhaps a reduced menu and takeaways. If you would like to try one of them we suggest you arrange to make a booking, we are also happy for you to bring a takeaway back to the garden where you can sit and enjoy the quiet and sounds of nature. If the weather is inclement you may use the dining room but please check with us first. As the mobile signal is not good you are probably best ordering online or ask us if you would like to use the landline phone.
- We are offering guests evening meals but we do need to forward you a menu and for you to send us your choices before you arrive. Please let us know if you would like this option. If you are a Booking.com or Expedia traveller you will need to send us your personal e-mail so we can forward you a menu.
- Our Tea Garden is open from 11am – 4pm on Thursday to Sunday and we have introduced some rules for tea garden visitors which include a one-way system and an Order, Pay and Take system. If B&B guest wish to use the tea garden, please let us know and we will ensure that you are provided with a table.

#### 5. Public Areas:

- Firstly, we ask guest to respect other each other and try to keep a social distance of at least 1m where possible. Our car parking area is safe but if you are going out during the day and would like to leave your car let us know and we can guide you as to where to park so as not to block parking for tea garden customers.
- For your information: All Tea garden visitors are required to sanitise their hands prior to entry.

- If you wish to make use of the garden seating areas at any time please speak to us, we can then ensure that a table area has been sanitised for you to use.

## 6. Your Health:

- We trust that you will be well during your stay, unfortunately in these times we must be prepared for the unwanted and unexpected health challenges. In line with Government Guidelines we have several procedures to follow if you develop symptoms or obtain a Positive COVID -19 test result. You are to inform us immediately so we can call a doctor, if required, and make arrangements for you to check out with as much ease as possible, **please see Guidelines below.**

Once your personal belongings have been removed, we are required to isolate your room for a period of 72hrs and to follow the cleaning guidelines provided to us by the Health department

### **Suspected COVID cases and guest self-isolation**

If a guest presents themselves with symptoms of COVID-19 or is asymptomatic but declares the need to self-isolate, they should be advised to self-isolate according to current government guidance.

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.

This will apply to all guests that were present in the room. If the guest shows acute symptoms has breathing difficulties or their life is at potential risk, seek medical help immediately.

***We thank you for reading the information and trust that you will feel reassured that we have your welfare and enjoyment at heart. Should you have any other questions or concerns please do not hesitate to speak to us.***

Kind Regards

John & Helen