

POWE HOUSE

We are delighted to announce
that we will be opening from
Monday 13th July!!!



We have made the decision to start slowly, to ensure that all our new routines actually work, both for us and for you. So, please be patient with us as we learn to adjust to the new 'normal'.

We already pride ourselves in our 13 years of thorough cleaning. Cleanliness has always been our highest priority. However, COVID-19 has ensured that you can guarantee that we will be taking it to the next level, in accordance with Government guidelines and guidance gained from regular webinars from EVIIVO (EVIIVO are the marketing platform that we use, who have been amazing at sourcing information and providing weekly support throughout this pandemic).

General changes to our cleaning procedures are as follows:

- All laundry will be outsourced to ensure that it is cleaned at the recommended temperatures
- All rooms will be cleaned as usual AND disinfected before use
- We have removed all soft furnishings to reduce any possible cross contamination.
- The TV remote controls have been sanitised and are in a clean plastic bag. If you would prefer to use them without the plastic bag, that is okay.
- All brochures and maps have been removed, but we are happy to talk through possible walks or drives etc.
- The guest lounge will be closed, and all public areas will be disinfected regularly throughout the day. We also have a hand sanitiser at the front door and on the landing upstairs.
- When we clean a room, we will be removing all pillows, duvet and mattress protector and replacing with a fresh set, that will not have been used for at least 72 hours.
- The Dining room is laid out with all tables widely spaced. In some cases, we may ask that individuals occupying Room 5, have breakfast in our Guest Lounge, to help ensure that we keep the optimum space between tables. Please can you use the same table throughout your stay, as this will make it easier for us to manage the cleaning routine, as you will be using the same condiments each day.
- We ask that when you leave, you open the windows, so that the room can be thoroughly aired for 24hrs before we clean it.

What to expect on your visit:

- We'll aim to send a letter or email to advise you on our 'new' normal and to confirm that none of you have or have had contact with anyone who has contracted COVID-19, in the last 14 days, and to advise you of our new 'normal'. At this time, please can you provide via email or phone call, the name and addresses of everyone who is due to stay with us, as we are required by law to have this information in the event of contact tracing.
- We ask that you provide a general idea of the time that you expect to arrive, to ensure that we do not have all guests arriving together (unless it's a family group).
- On arrival, we ask that you use the hand sanitiser on the hall table before doing anything else.
- We will take you to your room and, if you haven't stayed before, we'll let you know useful information eg breakfast times and places to eat. Ideally, we do not want to go into the room whilst you are staying.
- We must stress that we are unable to chat for longer for than 15 minutes (which goes TOTALLY against our usual welcome!) as longer chatting between us would mean that we are listed as a contact, should either of us come into contact with someone with the virus. So please don't think we are being rude!
- The Guest information folder has been replaced with a freshly printed, more concise, version. But if you need anything, please can you call or text on 07736074129, and we will endeavour to assist. We do still have the internal bell if your mobile doesn't have a signal.
- I'm afraid that we will not be doing room servicing throughout your stay, however, if you require a tea tray refill etc we will of course, be happy to provide those or if you are staying longer than 3 nights, clean towels.
- Finally ,can we ask that should anyone contract COVID-19 in the 14 day period AFTER staying with us, that they let us know, so that we can advise other guests and put in place a protocol for dealing with this.

Although this all sounds rather clinical, we really will try to ensure that you get the best out of the holiday that you have been waiting for!

We look forward to welcoming you here soon.

Kind regards

Helen and Andrew

