

Covid-19 Measures for your secure stay at Caythorpe House.



Guests Pre-Arrival

Guests will be contacted via email/phone and asked about any Covid 19 symptoms prior to their arrival. If any symptoms are present guests will be asked not to travel and alternative dates will be found. There will be no penalties for late cancellation should this be the case. It would be helpful if guests would let us retain deposits for another booking later in the year or next year if required.

Payment

To reduce contact and virus spread, full payment will need to be settled the day before arrival (Booking.com customers will have already paid in full). This may be processed automatically via our reservation system or via card payment over the telephone.

Arrival

Guest keys are sanitised prior to new guest arrival and placed in a combination key safe identified with your room number. The key box is located by the front door and will contain a key for the front door (red topped) and a key for your room. You will be given your room number and the key code on the day of arrival so that you may identify the appropriate safe box and will be contacted by text, email or phone.

Hand Sanitiser is located on the inside of the front door for use upon arrival and departure.

Your Room

To reduce the spread of the virus we have removed everything from your room that is deemed non-essential to your stay. We are disappointed to have done so, but your safety is of paramount importance to us and we hope that you will bear with us.

If you require extra pillows, blankets please make a member of the housekeeping team aware and these will be supplied for you.

Your rooms will not be entered by our cleaning staff during your stay and only with your express permission on the 4th day of your visit to provide new towels.

Between guests departing and arriving, rooms will be thoroughly cleaned according to our enhanced cleaning cycle.

Breakfast

In line with Government 1m+ with mitigation guidelines, we have set the breakfast room to cater for a maximum of 6 guests at any one time. Your table (with the same Room Number) will remain yours for the entirety of your visit. Guests for Rooms 1, 4 & 7 will be asked to arrive for breakfast at 8.00am. Guests for Rooms 2, 3 & 5 will be asked to arrive for breakfast at 8.45. Room 6 guest will be located in the Guest Lounge and guest may arrive for the 8.00am or 8.45am sitting. Menus will be provided each day of your stay and should be completed and left at reception by 7.00pm for the next morning. For the foreseeable future,

the buffet selection for cereals, juice etc will be removed. This choice will be included on your menu. It is really important that you observe the breakfast timings and arrive/leave promptly to help us in providing safe social distancing. Please collect your individually packed Tea/Coffee/Sugar courtesy packs that we have prepared for your in room use.

Casual Dining

It may be difficult to secure a table for an evening meal during your stay as table numbers have been reduce to comply with Government guidelines. Most restaurants are operating a Take-Away service to help visitors. This being the case, you may use your own table in the breakfast room for a takeaway. We can supply disposable plates and cutlery if needed (a bin will be provided). Please ensure that you are observing social distancing should you use this facility.

What if Covid-19 symptoms appear during your stay?

Should you or a member of your party contract symptoms of Covid-19 during your stay, you will be asked to leave in order to minimise transmission to other guests. If your symptoms are more serious (eg breathing difficulty) please let us know in order that we may seek emergency medical advice. Should you need to abandon your stay we will seek to re-accommodate you for a future stay using the remaining days of your initial stay.

Emergencies

For any emergency during your stay, please contact Alan (owner) on the following mobile number 07762 849002.

We are endeavouring to offer secure accommodation for all guests during this pandemic. We appreciate that many of our little extras have had to be curtailed for the time being. Please bear with us - these steps have been taken with your safety, staff safety and the wider community's safety in mind. We are happy to discuss any thoughts that you may have to make your stay an enjoyable one – after all we want to see you again next year!

Need Additional Information?

If you are in any doubt about continuing your stay with us or wish to discuss your up-coming stay – please let me know.

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