



In response to the COVID-19 crisis we have reviewed our practices and introduced some changes and additions in order to ensure the safety of both our guests and ourselves.

We are following the Covid-19 government safety advice for all guests and ourselves to achieve the highest standards, and we regularly re-assess guidelines. We have new risk assessments, operating procedures, cleaning schedules and breakfast arrangements to help manage social distancing. We are contactless and cashless to ensure any payments are risk-free.

- Prior to your arrival your suite will have been prepared with particular attention given to cleansing frequent touch points such as door handles, light switches, tv remote control, alarm clock, etc. Your sanitised key will be in the lock, on the inside.
- On arrival you will be able to park in the space allocated to your suite. Entering the property is through a single archway, please ensure safe distancing if there are other guests present. We will greet you at the front door and direct you to your entrance door, where we will inform you about the facilities. We will ask you for a temperature check, using a non-contact thermometer as a precaution.
- Inside the suite you will find a sheet detailing all you need to know about the property and the requirements for keeping safe during your stay. Available for your use during your stay are sanitising hand gel in the entrance way, disinfectant wipes in your suite. We also have a supply of face masks and disposable gloves, if you forget to bring them with you.
- During your stay we will not enter your suite, unless any of the facilities require attention. If you need towels changed, more complementary supplies, etc, let us know and we will leave them outside your door. If we do need to enter we will wear PPE and request that you go outside. Each morning if you leave used crockery, utensils, water bottles outside your door we will cleanse and return them to you later in the day.
- Breakfast will no longer be taken in the communal dining room. We will ask you to complete a menu choice the evening before and submit it online; we will deliver breakfast trays to your door at the agreed time and ask that you leave them outside for collection later. We will wear PPE in the kitchen whilst the food is prepared .
- Frequent contact points such as external door handles will be cleansed each day.

If you have any questions or suggestions in relation to this new protocol please email us on info@primrosecottage-launceston.co.uk