

Thornbank Covid-19 Policy

Dear Guest,

Thank you for choosing Thornbank for your well-earned break as we all emerge from an historical event, the like of which hasn't been experienced in modern history.

In order to comply with Government and UK Hospitality guidelines, we are required to publish a policy which sets out how we will deal with the challenges of maximising your (and our) safety and minimising risk, providing safe, accommodation and services for our Guests in the short term and through the weeks and months going forward.

It also acts as a temporary amendment to our usual terms and conditions of your stay, particularly with regard to deposits, final balance payment, and our liability to you in the event of contraction of Covid-19

We should expect that these guidelines will be subject to change as the country moves forward to a future state of normality. We will review and amend this policy as the need arises.

It is clear, however, that in the short term, it is inevitable that there will be restrictions to some facilities or services which we would normally offer. Amongst other things, this will include our complimentary use of Gym and spa facilities at Trout Beck Bridge as it is currently closed to the public. There may well be added restrictions regarding use once they do open. We will provide information on any changes as and they become available. In the meantime, we apologise for any inconvenience caused by such measures but we will work hard to keep any limitations to your stay with us to a minimum.

This policy has been developed following the completion of a risk assessment which identifies all of the main areas of risk particular to our premises and the services that we offer. This risk assessment is available for view on our website welcome page at www.thorbankwindermere.co.uk. Key areas of assessment include:

- Cleaning Policy
- General Social Distancing (Guest and Host)
- Pre-arrival
- Check-in
- Facilities & Services including; Breakfast options, Room service etc.
- Check-out

There are also protocols in place to manage incidence of infection (Guest or Host) within the property. Please refer to our Risk Assessment for details

Please also be aware that, should you begin to display symptoms of Covid-19, you should inform us immediately so that we may take steps to protect other guest staying within the premises. Under these circumstances your very best option would be to return home for self-isolation. However, you will be able to obtain a self-referral test at our nearest test station by applying on-line at <https://www.nhs.uk/ask-for-a-coronavirus-test> Test stations are located at Westmorland General

Hospital, Kendal and currently, a temporary test station located at Kendal Leisure Centre. **They will not carry out a test without an approved on-line appointment.**

We will agree to take part and comply with any "Track and Trace" systems implemented and we encourage our guests to do so also.

Finally, in the coming weeks following re-opening, it is possible that we may be forced, once again, to close be it by Local or National Government intervention, incidence of guest or host illness or any other Covid-19 related issue. We therefore strongly advise guests staying anywhere in the UK or abroad to consider taking out travel insurance as a means of personal and financial protection.

We have conducted a risk assessment and developed this policy in order to minimise any risk to the contraction of Covi-19 by any persons occupying these premises. As we have no control over the policies of other businesses operating in the local area or the actions of their staff or our guests outside of Thornbank House, we regret that we cannot accept any liability for any incidence of infection of guests while they reside with us.

So, please find the policy below.

Booking

Deposits: Upon booking, we will take a deposit equal the value of the first night 7 days before your day of arrival using the card details you provided. Before 7 days, you may re-schedule but only for a date before the end of this year (Covid restrictions permitting). Your deposit will be transferred to the new check-in date. If you cancel within 7 days, as with our usual payment terms, your deposit will be forfeit.

Pre-check-in: Prior to your check in, be assured that, in addition to our usual room hygiene practice, critical surfaces and touch points will have been cleaned with mild detergent, Mild bleach solution and /or a > 70% alcohol solution. This cleaning policy extends to all public areas within the property. Your keys will have been sanitised accordingly.

Self-check-in: Earliest check-in times have been extended out to 2pm (from noon) to allow extra time for additional deep clean practices. We may also request an alternative check in time from your preferred time to prevent multiple rooms checking in at once.

To minimise unnecessary contact, in the short term, we will be operating self-check in policy. You will be able to obtain the main door key and instructions on how to find your room from the black key safe located in the porch.

Hand sanitiser will be available for you to apply on the table to the right as you enter the main door. Please apply whenever you enter or leave the premises

Your room key has been sanitised and can be found in the door to your room

Once inside your room, there will be an information folder with details of everything you need to know while you are with us.

Our telephone number can be found in the window of the main door. Where ever possible, please use these numbers to contact rather than in person. However, do feel free to call us at the time of your arrival

We will try to resolve any problems you may have remotely but if this is not possible, we will only enter you room when absolutely necessary and once you have vacated it. If entry to you room is unavoidable, we may use PPE as a precaution (for your and our protection)

During Your Stay

Breakfast: In the short term, due to the available space in our breakfast room and difficulties in meeting current (2m) social distancing rules, we will be offering a take-away style continental breakfast, delivered directly to your room. It will be delivered to your door at 8.30am. This will consist of bread roll, croissant, jam, butter, porridge pot, orange juice, and a piece of fruit. With the exception of the bread products and fruit, each item will be of a pre-packed nature.

We regret that, we cannot safely provide a cooked breakfast in your room

For our room only guests, this option is available at £6.50 per person. Just drop us a text the night before

At a time in the future when it is safe to do so, we will operate a full breakfast service initially on a two- sitting basis with 4 rooms dining per service period. Periods will run from 08.30-09.10 and 09.15-10.00. We will endeavour to accommodate guest's preferences regarding dining times, however, please aware that guest choices will be on a "first come, first served basis" We will request that you pre-order breakfast the evening before in the usual way.

We will operate additional social distancing controls during each service period. We will not be offering any self-serve or sharing food items but will endeavour to provide safe alternatives.

Housekeeping: Please be aware that, unless you insist, for stays of less than 3 nights, we will not provide in-room service. This measure is to limit any unintentional cross-contamination between rooms. We will of course provide additional tea, coffee, milk top ups, or any other usual sundry items daily. These will be left outside your door. Fresh towels will be provided on request in the same way

For stays longer than 3 nights: we will, if desired, provide room service every 3rd day in the usual way. In these circumstances, PPE may be worn by ourselves as a precaution (for your and our protection)

Each day, we will be regularly cleaning down common touch surfaces including hand rails, door handles and light switches. However, for added protection, and if possible, we recommend keeping contact with these surfaces to a minimum.

Day to day: During your time with us, we ask that you exercise social distancing with your fellow guests within the premises including coming and going from the house.

As you move around the house, please restrict you movements solely between your room door and the main door with any unnecessary detours. The only exception to this is in the event of a fire, in which case find the nearest route out of the building.

When leaving your room, please give right of way to guests already occupying the corridor.

Please continue to apply hand sanitiser, especially when coming and going from the house.

Please abide by any Social distancing rules displayed while you are out and about

Self-check-out: check out is 10.30am on your day of departure. Please leave your used towels in the shower and any rubbish (especially used tissues) in the bins provided. Please ask if additional bin liners are required. Please leave your curtains and windows open and your keys in the door lock as originally found

Final payment will be taken just prior to your arrival using the same card details provided upon booking. If you would prefer a different arrangement, please provide alternative details in good time as we cannot take cash as final payment. E-receipts are available should you require one.

This is our Covid-19 policy. It is a source of great regret for us that we cannot provide our normal services at this time. Meeting and chatting with our guests is one of our favourite parts of our job. However, the safety of everybody must be our overriding priority in the early days and weeks of recovery from lock down and our hope that we will be able to return to normal as soon as possible.

We hope that you have a great stay with us and enjoy your time here in the beautiful Lake District

Best Wishes and stay safe

Mark & Jane

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