**CORONAVIRUS (COVID-19)**

**THE SLEEP-INN HARE COVID-19 RISK ASSESSMENT**

When you’re ready to travel again, we’re ready to welcome you.

As the world adjusts to new travel norms and expectations, we’re enhancing the experience for you – our Guests – by redefining cleanliness and supporting wellbeing throughout your stay. We are expanding our commitment to cleanliness and these strengthened procedures are designed to give you greater confidence and our hospitality team the protection needed.

**GOOD PRACTICE**

We’re following all World Health Organisation and UK Government guidelines and have been actively following industry best practice and key tourism bodies and specialists, as they have developed their strategies for us to adopt. We will continue to update our specific Risk Assessment, which identifies the possible risks and then develops the controls needed to reduce the risks. The result of this Risk Assessment is that we have invested in various types of equipment and implemented a number of procedures into our site to reduce the risk of infection and demonstrate to our Guests, that we offer an environment that is safe. We will continue to complete all necessary assessments and certification to validate our own policies. Please note that the guidance is changing constantly, so the following guidelines will continue to be adjusted as guidance is updated.

**COMMUNICATION**

We’ll share as much information as possible to provide assurance and transparency:

Our Post Covid-19 Health and Hygiene policy will be updated and published on our website.

During this very difficult time we thank you for your continued support and loyalty.

**THE SAFETY STEPS WE ARE PUTTING IN PLACE**

We are the same friendly and helpful people as we were before Covid-19 and will do everything we can to ensure you have a wonderful and enjoyable stay.

We are committed to providing all our guests with a clean and safe environment whilst staying at The Sleep-Inn Hare, using best practice Government and the World Health Organisation guidelines we have put in place a set of safety and hygiene protocols to ensure The Sleep-Inn Hare is as clean and safe as possible.

**1. Social Distancing**

We are putting in place social distancing measures where possible, such as in the guest dining room and bar.

**2. Hand Sanitising**

We have placed Hand Sanitiser for guest use in key areas, such as the entrance to the dining room and bar.

**3. Face Masks**

For your safety and our own, we encourage our guests to wear face masks, especially where social distancing is not possible, i.e corridoors. We have facemasks for sale at £1 each if required.

**4. Cleaning and Disinfecting**

All key touch points will be regularly cleaned using EU standard BSEN1276 sanitiser. We are also placing high quality cleaning surface wipes at key points for guests to use as they feel appropriate.

**5. Staff Health, PPE and Cleanliness**

Staff will have their temperature checked every morning. We will be wearing face coverings when in the guest house including at breakfast service. We will be wearing gloves when cleaning. We will be following strict guidelines for hand cleaning and respiratory hygiene.

**6. Express Check-in**

It is essential that you do not travel if you are unwell or are demonstrating any Covid symptoms (fever, cough, loss of taste or smell).

Please let us know if you are worried about your symptoms ahead of your stay and we will move your booking to a future date to suit you. We may check your temperature on arrival, and if you are showing symptoms of a fever, we will ask you to head back home.

If you develop symptoms during your stay, we ask that you immediately head home to self-isolate and seek a test.

To minimise guest-staff and guest-guest contact a new streamlined check-in process has been implemented. This includes room keys sanitised and placed in the room. We will not take you to your room unless you require us to do so.

**7. Air Flow**

We will keep doors and windows open as much as possible to increase air circulation.

**8. Your Bedroom**

Your room will be deep cleaned and sanitised to a high standard using EU standard BS1SEN1276 cleaners and sanitiser. We launder all our own sheets, towels etc. and can guarantee that they will be washed above 60°C.

**9. Breakfast Service**

To provide a high quality, smooth breakfast service we will request breakfasts are pre-ordered the night before. It will also be necessary to limit the number of people in the dining room to ensure a two-meter social distance. With this in mind, there will be a 40 minute time slot for the guests of two rooms to enjoy breakfast at any one time, these will be between 0800-0840 and 0845-0925. These slots are reserved on a first come first served basis. We will serve your breakfast to your table, including tea, coffee and juice. With regret there will not be a buffet.

**10. Dining Room**

We will keep our dining room open but ask that guests maintain social distancing. Hand Sanitiser and surface wipes will be available in the dining room.

**11. Bar**

We will keep our bar open but ask that guests maintain social distancing. The bar and all its contents will be sanitised and cleaned each day. Staff will wear a face mask.

**12. Express Check-out**

To reduce contact with staff and other guests we are happy for guests to leave without any formalities provided payment has been processed and your key has been returned.

All you need to do is ring the bell in the hallway and we will come to say goodbye and collect your key/s. These processes may change as we are required to comply with the latest government guidelines.

We ask that all guests respect the Covid-19 guidelines.

**Reservations and future bookings**

For availability and reservations please check our website or call us directly on 07894518743

We obviously reserve the right to cancel bookings should the government extend the shutdown of our business or reinstate the lockdown at a later date.

If we are open to guests and you have an existing booking or make a new booking our standard Cancellation Policy and general Terms and Conditions apply. If you fall ill, either with Covid-19 or any other condition it will still be necessary to charge or re-schedule in accordance with our Cancellation Policy. We highly recommend that you take out travel insurance to cover the cost of your visit.

We ask that if you are feeling unwell prior to your visit that you follow government guidelines and do not travel.

If you have any questions, please call us to discuss on 07894518743 or email us at [info@thesleepinnhare.co.uk](mailto:info@thesleepinnhare.co.uk)

The Sleep-Inn Hare Team.