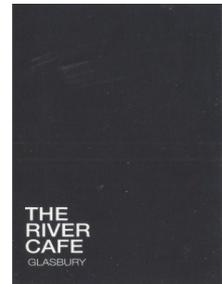


BED AND BREAKFAST ACCOMMODATION AND COVID - 19

The coronavirus has had a devastating effect on all our lives. It is vital that as we move to the next stage and that the rules and systems that we have put in place are followed. If one of our guests has symptoms of the virus and they are subsequently tested positive we are required to provide the government's track and trace system with the contact details of all people who that guest may have come into contact with. Those contacts will be required to self-isolate for fourteen days. Our staff will also be required to self-isolate and this would force us to close. Please follow the rules that are in place to minimise the risk of this happening.

We have carried out risk assessments in accordance with Government guidelines and implemented measures to protect our staff and our customers. It is essential in order to defeat this terrible virus that we all use our best endeavours to minimise the spread of the virus. We believe that our procedures ensure our business is Covid -19 secure. We would also respectfully remind you that everybody has a duty to minimise the spread of the virus, so that we can get to a state of 'new normal' as quickly as possible. We have had to make considerable changes to the way we operate but these changes are necessary to ensure that you have a safe and enjoyable stay.

1. Please **do not** come to the accommodation if you are showing any of the coronavirus symptoms.
2. We will take the temperatures of all guests on arrival using a non-contact thermometer. If the reading is 38°C or above we are sorry but we will have to ask you to leave. This we hope will never happen.
3. It is a condition of booking that guests who share rooms are either from your own family/household or your support bubble
4. On booking we will require full name, address, contact telephone and ideally an email address for all guests (excluding children under your care). These details will be kept for a period of 21 days as required by the Governments track and trace system.
5. Full payment will be required on booking. This payment is non-refundable unless there is a change in Government guidelines and we are instructed to return to a lockdown situation.
6. We have hand sanitiser at entrance points to all our buildings which you are required to use before entry or before touching any of our equipment. Sanitiser is provided in each room for your use but please bring your own as an additional safety measure



7. All our rooms will be cleaned and disinfected after each use in accordance with our risk assessment and Government guidelines.
8. Social distancing zones are displayed around the boat yard. Please maintain separation.
9. Breakfast will be served in your room.
10. For stays of three nights or less we will not be providing any housekeeping service except in extraordinary circumstances. Rubbish bags are provided in the rooms and it would be appreciated if you could use these and place outside in the rubbish bins provided both during and at the end of your stay.
11. This is an anxious time for many people. Please be respectful to our staff, other guests, and the local community.
12. The River Café will be open for take-away only Thursday, Friday, Saturday from 5.00pm-8pm. Meals must be ordered by 4.00pm the day before via email to info@wyevalleycanoes.co.uk. The menu will be on our Facebook page and Instagram @rivercafeglasbury
13. We require your acceptance of these terms and other safeguards that may be in place during your stay.

We would be most grateful if you would confirm your estimated time of arrival the day before so we can ensure somebody is here to greet you. If you are delayed please call 079 685868 50

We look forward to welcoming you to The River Café

These conditions will be reviewed as deemed necessary and on receipt of any further instructions received from the Government and amended as necessary

Revisions

First issue	28th June 2020	