

CORONAVIRUS (Covid 19)

Guidance/Risk Assessment

Dear Guests, Welcome to Gordon House

In order to comply with the government's Covid-19 Guidance, we have developed a Covid-19 plan as outlined below.

We hope this information will be informative, offers reassurance and enables you to have a relaxing stay at Gordon House

1: Any guest, who believes they have symptoms of Covid-19 virus prior to arrival at Gordon House, should contact us with a view to cancelling or amending their booking.

2: If a guest develops signs of the Covid-19 virus whilst at Gordon House they must inform us immediately, self-isolate in their room in order to minimise any risk of transmission and request a test. If they are confirmed to have Covid-19, they should return home if they reasonably can. They should use private transport but only drive if they can do so safely. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and if necessary the local authority. Guests should continue to follow the government guidance on self-isolation. If a guest shows acute symptoms, has breathing difficulties or their life is at potential risk, they must seek medical help immediately. Further to above, we will immediately advise remaining/future guests and follow UK Government Covid-19 Guidance.

3: Our normal check in time is 4-7pm with later or earlier times by agreement.
On arrival we will meet guests at the front door and request they sanitise their hands.
It is important that social distancing is maintained.
Shared access spaces such as the staircase are narrow and we ask guests to check that thoroughfares are clear, to avoid contact as much as is reasonably practicable.

4: To maintain social distancing rules, we have modified our dining room to 3 tables
We will be as flexible and as fair as possible. On arrival please book your preferred time for breakfast. Please note times are on a first come, first serve basis.
We request that guests attend the dining room at their chosen time.

5: We provide hand sanitised on the ground floor, one on the first and second floor landing areas, and would encourage guests to use these as often as necessary, in particular, when entering the building. Common areas and surfaces such as door handles and stair rails will be sanitised on a regular basis using appropriate disinfection/anti-bacterial cleaning products.

6: We continue to maintain our high standards of hygiene in bedrooms and en-suite facilities using appropriate anti-bacterial cleaning products. Soft furnishings such as cushions and throws will be removed. Following departure all rooms will be thoroughly ventilated and sanitised using appropriated products.

7: We do not provide PPE for guests but would encourage guests to wear whatever PPE they feel happy with. Staff will wear PPE at times, and we hope this is not detrimental to the service we offer.

We hope the above information is useful; the measures in place are easy to follow/not too intrusive and do not detract from your stay at Gordon House

We would welcome any feedback or ideas that you may have with regards to this policy

KIND REGARDS MALCOLM AND ANNE