

Covid-19

Our commitment to our guests as we navigate through coronavirus (Covid-19)

We wanted to reassure you that you can have confidence when booking a stay with us during this unsettled time, the health of our guests is paramount.

Please note all bookings are fully flexible and if you need to change your plans due to coronavirus we are happy to move your booking to later this year or any time next year.

The English Riviera is an ideal location with so much clean sea air and open spaces. Our café culture means many bars and restaurants have outdoor seating and there are many activities you can do whilst remaining socially distant.

By following the Government guidelines we will re-open as soon as possible, hoping to be the 4th of July. There will be measures put in place to keep guests and us safe at all times, by all keeping 2 metres apart, washing hands and constantly cleaning.

The risk assessment below is based on the Government guidelines for hospitality business. We have had to change some things to suit our property to keep everyone safe. Also things could change and you will be up dated.

If after reading about the changes at Blue Waters Lodge and you are happy to stay then we look forward to seeing you. If you would rather move your booking either to later in the year or next year this is fine also.

We are sorry for the inconvenience caused by the coronavirus as we are unable to run our bed and breakfast as we normally do, we will do our utmost to make your stay as comfortable as possible.

If you need to ask any questions feel free to contact us on 01803 557749 or email at info@bluewaterlodge.co.uk

Leaving Home

As per Government advice please do not travel to us if anyone in your party is showing any of the common symptoms of Coronavirus ie: fever, persistent new dry cough, loss of taste or smell. We will happily re-arrange your stay for a future date at no penalty. For your confidence in booking all reservations are currently fully flexible and can be moved to another date.

If the NHS Track and Trace app is available we would request that it is installed on your phone before you set out on your journey.

Arrival and Check-in

On arrival guests will be shown where to park and if there is anyone in the reception area you will be asked to wait in or near the car. We will stagger arrival times to prevent this happening and enable the 2 metre social distancing.

On entering Blue Waters Lodge there will be facilities to wipe your hands using antibacterial wipes and hand sanitiser, this will be there for you to use every time you enter the B&B.

The room key will be left in the reception area which would have been sanitised after the last guest. Registration forms will be put in your room ready for you to complete.

There will be no luggage assistance unless requested and this will be done at a safe distance.

There is an information pack in the room that is sanitised each time the room is vacated (some of which will now be irrelevant).

Usually on arrival complimentary drink and cake is served but this will be done in the room.

Corridors and Stairways

If you see someone coming down the corridor or stairs please stand back whilst they pass. This can be done by stepping back into your room, we would suggest you allow priority to those coming up the stairs.

The Bedroom

To make cleaning and sanitising easier cushions and runners will be removed from the room.

Linen and towels in your room are laundered on site at high temperatures using high quality powders.

Complementary toiletries will also be removed but can be requested.

The tea tray will be simplified but if anything that you require can be requested.

The TV remote will be placed in a plastic bag and sealed so it that can be changed after each guest.

Anything that cannot be sanitised ie box of tissues, make-up remover pads and cotton buds will have to be removed.

On entering and leaving your room we ask if you could wash and sanitise your hands.

Cleaning

We have always had extremely high standards when it comes to cleanliness. With great regret we will not be able to service your room on a daily basis unless you are staying four nights or more.

Any consumables will be replenished on request, we will enter your room briefly wearing a mask and gloves to do this.

We do ask if you can empty your bins and place the rubbish outside your door, there will be a new bag underneath.

Under the Government guidelines the room will be left for how long they recommend when vacated before the next guests arrive. The room will be cleaned and sanitised with us wearing the correct PPE.

The front door will be cleaned and sanitised regularly, as will the banisters wiped down. The door to the dining room will be closed and you can ring the bell if you require anything or if there is a problem.

Breakfast

To allow social distancing of 2 metres we will only use two or three tables, the table that seats four will be in the lounge. This will make it easier for people staying as a group or the family suite. The lounge will only be used at breakfast.

If necessary breakfast times will be staggered.

In room 3 breakfast can be served in the room as there is a small table and chairs.

Unfortunately our fresh fruit, yogurts and croissants will not be on display, they can be requested, when pre ordering your breakfast. This will mean everything will be served straight from the kitchen.

On the tables jams, marmalade, salt and pepper will be in disposable packaging. Butter on request. Cereals are in individual packets.

Tomato ketchup and brown sauce will stay on your table for the duration of your stay.

Colin will serve your breakfast wearing the correct PPE, he will place it on an empty table and you will collect it from there.

Check Out

Before checking out we would kindly ask if you could open the windows for ventilation and leave the hairdryer out on the side if it has been used during your stay.

If you need to use the card machine it will be covered by a plastic bag which can be disposed of after use.

Keys will be placed in a tin and then sanitised before the next guests arrive.

Check out times maybe staggered depending on the amount of guests leaving on that day.

General

Should you feel unwell during your stay with any of the symptoms of coronavirus ie. fever, persistent new dry cough, loss of taste or smell then you must notify us immediately. Consistent with the Government guidelines you will be asked to check out immediately in order to self-isolate at your own home address. Should your symptoms become worse you should seek medical advice.

Should we find coronavirus on site, or one of us as owners become ill and are tested positive or need to self-isolate, we may need to cancel your booking at short notice. If this happens a full refund or alternative dates will be offered.

We will be asking all guests to comply with social distancing that has been set out by Government guidelines, we ask all guests that are not usually in the same household to adhere to a 2 metre distance from each other. We will be wearing a mask and ask if you could do the same if it is recommended by the Government, these will not be supplied by us.

As you can imagine this is very a difficult time for us and has stopped us from being able to run our business as we would like.

We hope that you will bear with us, we will try to make your stay as comfortable as possible.

Colin and Jackie