



COVID 19 - B&B The Royal Oak

At the Rooms at The Royal Oak we have taken some precautions on the site to ensure your safety but we must stress that you are visiting at your own risk and are responsible for your own behaviour during your stay. We have taken measures to mitigate the risks but not eliminate them and we cannot be held responsible for other people's behaviour.

We have undertaken a comprehensive risk assessment and we have made some changes which will affect your stay.

Do not leave home if you or anyone in your household has symptoms of Covid 19.

We are asking all guests to use hand sanitiser on entering the property. Hand sanitiser will be available at all entrances.

We have invested in a fogging machine to spray all rooms before check-in with an antiviral mist. We use an ultralow-volume disinfection "fogging" machine to disperse disinfectant throughout the room, which is environmentally friendly and hypoallergenic. This creates a fine mist of small disinfectant droplets (hence the name) which sanitises the whole room.

The room then undergoes a thorough cleaning with attention paid to high contact points such as door handles, light switches, remote controls, taps, bathroom amenities, kettle etc.

All laundry is washed at high temperature which guarantees elimination of any potential trace of Covid-19

For the safety of our guests and staff we will not enter your room during your stay. This means we will not carry out tidies and any refreshment of tea, coffee, sugar etc please ask a member of staff at Breakfast if you need any refills.

We have also decided to remove all non-essential items from our rooms, including hair dryers and alarm clocks from the rooms, however these will be available on request.

To allow time for extra cleaning we have altered check in and check out times. **Check in will be from 3pm and check out before 10am.**

To help maintain social distancing. We ask guests to give people entering the building or ascending the stairs the right of way. E.g. If you meet someone in the stairwell, return to your room until they have passed. Please keep time in the hallway and stair well to a minimum.

Check in, please go straight to your room, you will get an email on Arrival guidelines.

Unfortunately, we will no longer be able to help with your luggage before check in and following check out.

Due to the rapidly changing Government guidelines the precautions given above may alter prior to your stay and we will do our best to keep you updated.

If you feel unwell

If you experience any symptoms that could indicate Covid-19 while staying with us, **please phone us immediately, and both stay in your room** until we have spoken to you and agreed a plan of action to look after you and limit the spread of any virus.

The Royal Oak Team

