

## **What we are doing to ensure a safe stay.**

We have taken several measures to ensure we can welcome you safely, whilst also ensuring you have a relaxing time when you are here.

We will continue to listen to and respond to Government announcements, so please be aware that this document may be updated.

## **What we are doing to ensure your safety**

### **Cleaning**

As always, all accommodation is scrupulously cleaned between each stay, and we undertake the following hygiene measures to ensure your safety:

- All touch areas (light switches, chairs, sideboards, door handles etc) are sanitised. Our cleaning check list is available on request
- All cooking and eating equipment are thoroughly washed and sanitised.
- All bed linens and towels are laundered commercially to ensure linens are disinfected.
- Fabric furniture which cannot be removed will be steam cleaned between each stay
- We have extended our changeover period to 10.30am to 3.30pm, and ask guests to open windows and doors on departure to allow aerating of the accommodation and additional cleaning time (if weather conditions permit).
- Shared guest spaces, and communal touch points (loos, door handles, front desk, tables/chairs) are regularly cleaned and sanitised throughout the day.
- As we are now coming into Autumn, soft furnishings (cushions and blankets) are being increasingly requested by our guests so they have been replaced in the huts now (date 13<sup>th</sup> October). All fabrics are steamed between stays and washed regularly. If you would prefer please request their removal.

### **Food and Drink**

We are excited to offer a wonderful food and drink menu during your stay.

- All menus & prices are available online.
- All bar drinks, teas, coffees, and snacks are available to order by phone for collection at the barn or can be delivered to your hut at meal delivery times.
- Breakfast, lunch and supper can also be ordered by phone to be delivered to accommodation or eaten on socially distanced tables in the Barn or Linhay.
- The Barn and Linhay are the beautiful original farm building. As rustic buildings, they are naturally ventilated. Tables are well spaced. Waiting staff wear masks and keep a distance whilst serving. We ask guests to wear mask whilst moving around.
- You may also order food and drinks in person in the Barn and Linhay. Please note that all food and drink orders must be taken whilst you are seated at a table.

- Hand sanitiser is available at entry points.
- During the evening Kingshill Farmhouse will be available as a relaxed bar. All seating is well spaced, and there is table service only. We request that guests wear a mask when moving around the spaces.
- Food and drink charges will be charged to your accommodation account and associated credit card, so no cash transaction will take place.
- Our kitchen has a 5 out of 5 Food and Hygiene rating.
- Kitchen staff either work independently or in a socially distanced manner
- The kitchen is cleaned and operated along Food Hygiene Regulations and COVID workplace guidance

### **Around the Reserve and Farm**

- Hand sanitizer is available at various points for guests and staff.
- The Nature Reserve is open to the public on a pre booked ticketed basis. We welcome a limited number of day visitors on Sundays, Mondays and Wednesdays (and some Saturdays) 9am to 5pm. Our team ensure social distancing and cleaning in visitor loos and hides.
- All shared areas (e.g. Farmhouse reception rooms, shared loos, camping showers, fire pit, barn doors) are regularly sanitised.
- Social distancing is monitored by our team.

### **Communications**

- We are operating an optional self check in and check out so you need not see anyone in person. Full details will be shared with you. And we are always available if needed.
- Communication with our team and food ordering can all be done by telephone.
- If you prefer to check in or out and see staff in the person. The reception desk is located in the Barn (note this will move to The Linhay in mid-October) which is well ventilated. You will be met at a distance of 2 metres and staff will wear a mask – we politely request for you to do the same. We have a no touch policy – keys are left in the accommodation and room bills are sent via email.
- There is no close standing queuing at the reception desk, guests are requested to keep a distance or sit down at the nearby seating to wait.
- No staff will access your accommodation during your stay. In the unlikely event that staff have to enter, e.g. for essential repairs. Staff will wear a mask and gloves, only touch what they have to and either replace or sanitize what they have touched.

### **Our team:**

Our wonderful team are experienced and professional, with excellent attention to detail. They are always committed to our guests. All members of our team have been fully re-trained before

starting back to work to ensure they all understand and fulfil COVID protocols and additional hygiene measures.

Even though our team may not meet you in person, we will still be making sure you have a lovely warm welcome and have everything you need.

Rebecca our housekeeping manager will be monitoring our Covid protocols and will happily answer any question you may have. Please email [stay@elmleynaturereserve.co.uk](mailto:stay@elmleynaturereserve.co.uk)

- Our team wear masks inside the barn, and we respectfully ask that guests do so too when moving around the barn. You are welcome to take the mask off when sat at a table.
- All staff will follow PHE handwashing guidance.
- Our housekeeping team wear a mask, gloves and a tabard whilst they are working. If housekeepers are working in more than one accommodation these will be changed between each accommodation.
- No more than one housekeeper enters an accommodation. For houses, each housekeeper works in separate areas.
- Shared housekeeping equipment is sanitised after each use.
- All team members take their temperature before coming to work.
- Any staff displaying symptoms will be asked to self isolate for 7 days and will be paid during this period.
- To ensure the safety of our team we are asking guests to check out one hour earlier at 10am and to open all windows and doors before leaving. This is to minimise the risk of infection to our housekeeping team who will go into the hut after it has been aerated for an hour.
- All working areas (our housekeeping supplies area, the office and kitchen) have been thoroughly assessed and meet COVID workplace guidance.

### **Continuing our commitment to the environment whilst ensuring safety**

Whilst public health must be the priority, we are also considering the increased impact to the environment.

- During this time we have to use disposable gloves, but we are keeping disposable elements to a minimum.
- We are not using disposable antibacterial wipes, but refillable liquid disinfectant and reusable cleaning cloths and mops. Separate cloth and mop heads are used in different areas to ensure there is no cross contamination and are sterilised after each use.
- We use a cleaning product that is proven to be effective against coronavirus (and bacteria, virus and fungi), but it is also safe to use for the environment and for our staff.

- Housekeeping staff use reusable cleaning gowns and masks; they use a clean mask and gown for each accommodation they enter. And they are thermo-sterilised after each use.
- Our commercial laundry service has a strict commitment to the environment. Find out more [here](#)
- We have made the decision to completely remove soft furnishings rather than wash them between guests, avoiding excess use of energy and water.
- Rather than using disposable miniature toiletries we are continuing to use large refillable bottles of Bramley products. These bottles are wiped down with disinfectant between guests, but if you are concerned please do bring your own.
- Our food is all served in reusable containers, and steam sterilised by dishwasher after use.

### **What you need to know?**

As our guest, we need to ask a few things of you to ensure we can provide a safe environment for our guests and our staff.

- *You may not book a stay with more than 6 guests (unless you are in the same household or support bubble). This includes the houses. Whilst you are staying you may not interact with another party if this will mean a gathering of more than 6 people. From 14<sup>th</sup> September this is law.*

#### *Before you stay*

- Please monitor your symptoms BEFORE travelling to us. If you start to display any Covid symptoms before your arrival, please contact us immediately. In-line with government guidance you must self isolate. You will not forfeit your stay: we will rearrange your dates or issue you with a credit note.
- If you develop any symptoms during your stay please contact us immediately.
- If you develop any symptoms between your departure and 14 days after your stay please inform us immediately.

#### *Whilst you are staying*

- The beauty of Elmley is the space in nature, so social distancing is fairly easy here. And we are so looking forward to welcoming you to spread out in nature but there are a few things we need to please ask to ensure safety.
- On arrival please scan the QR code.
- Please wear a mask when moving around internal communal areas (The Barn, Linhay and Farmhouse downstairs rooms) – you may remove the mask when seated to eat and drink
- There will be optional self check in and check out – you will be emailed full details and we will be available if needed.

- To minimise the risk of infection to our housekeepers and to ensure the accommodation is fully aerated and thoroughly disinfected before the next guests arrives we have altered the check in and check out times to 10.30am check out and 3.30pm check in. I'm afraid during this time it is more difficult to offer early check in nor late check outs. You are very welcome to enjoy the barn and the Reserve.
- We do have to of course ask you abide by social distancing throughout your stay, whether on the Reserve or in the shared spaces. We do also ask that guests from other household's do not enter each others' accommodation. You may of course gather in (groups of 6 maximum) around the fire pit, on the hay meadows or in the barn, but do make sure to keep 2 metres (or 1m +) apart from other households at all times and if you are sharing food and drinks to use separate glassware and cutlery and follow hygiene measures.
- Please understand that our staff have an obligation to ensure the safety of their colleagues and other guests, and so need to monitor social distancing. Guests who do not abide by social distancing will be politely reminded in the first instance but if lack of social distancing continues guests may be asked to leave without a refund on their stay
- I am sure it is second nature by now, but please make sure you follow Public Health Guidance on handwashing. There are various sanitising stations around the Reserve so please use these also. The sanitiser and bathrooms will be regularly checked but please let us know immediately if anything is amiss.
- If you are using shared facilities (e.g camping showers) please sanitise before and after use using provided products}
- To ensure minimum contact in your accommodation, only one member of staff will enter during the changeover period. We can't therefore carry our normal pre-guest arrival quality checks. Please do let us know if anything is missing.
- Please try to communicate with our team as much as possible by phone rather than in person. I'm afraid that at the moment, there is no-non staff access to the office.
- The housekeeping team will sanitise all cooking and eating equipment between stays but we respectfully ask guests to wash up to enable them to carry this out.
- Our housekeeping staff's role is to make sure the accommodation is clean, safe and beautifully presented to you. To ensure they can do the job effectively we do ask that the accommodation is left in a respectable state for our hardworking team (this includes clearing food waste, wiping down after cooking, washing up, putting rubbish in bins etc). Our housekeepers need to ensure the changeover time is used for changing over, cleaning and disinfecting, and can currently only work with one housekeeper in a space – so if the accommodation is not left in an acceptable state it will be more difficult to rectify than normal so we will unfortunately need to charge an additional cleaning fee starting at £20 – we do hope you understand.
- When you leave please fully open doors and windows (weather conditions permitting). And please leave keys in the huts or rooms for the housekeepers to disinfect.

