



## COVID-19 POLICY

The world has become a changed place due to the pandemic but here at Bryn Afon, we have been working very hard in order to keep our guests safe whilst keeping things as normal and familiar as possible. We have implemented the appropriate measures to help reduce the risk to everyone at Bryn Afon.

We have successfully applied for the **We're Good To Go Industry Standard** to show that we are following guidelines on cleanliness and social distancing. We have completed the required risk assessment and staff will be using PPE as appropriate.

Below is an overview of the procedures that we have put in place in line with current regulations. If you have any questions regarding these new procedures, please do not hesitate to ask.

### PRIOR TO YOUR STAY

- Please **DO NOT** travel if you or any of your party has COVID-19 symptoms or if you have been told to self-isolate. If this is the case and you need to cancel your booking, please let us know **ASAP**. We will refund your deposit in accordance with our 7-day cancellation policy.
- If we have to cancel your booking because we have to self-isolate or because we have had a case of COVID-19 at Bryn Afon, we will refund your deposit and do our best to find you suitable accommodation locally.

### PAYMENT

- Our new contactless payment procedure is as follows: on the day of your arrival, we will take payment for the balance of your stay via our booking system from the card used to pay your deposit. If you would prefer to pay the balance with another card, please call us to make the payment over the phone.

### CHECK-IN/CHECK-OUT

- On your arrival, please use the hand sanitiser provided outside the front door.
- We will take your temperature using a digital thermometer. This is to safeguard you and our other guests as well as ourselves.
- We will not be able to assist you with your luggage.
- Your room key will be left in the door of your room and should also be left in the door when you check-out.

## **DURING YOUR STAY**

- If you develop COVID-19 symptoms whilst you are staying with us, you must let us know **IMMEDIATELY**. As per government guidelines, you will be required to leave the B&B and return home.
- Please maintain social distancing at all times during your stay. If you are unable to do this in an area, e.g. on the stairs, please wait until your route is clear.
- The wearing of face coverings is recommended but at guests' discretion.
- It is **NOT** allowed under any circumstances for food to be consumed in the guest rooms.
- Cleaning procedure: because of the new requirements which apply due to COVID-19, we will not be doing a room tidy during your stay. If you require extra items in your room at any time such as items from the beverage tray or replacement towels or toiletries, etc., please call us on (01690) 710403 or e-mail us at [info@bryn-afon.co.uk](mailto:info@bryn-afon.co.uk).
- We will be sanitising touch points such as door handles and banisters at regular intervals during the day.
- The guest lounge is currently not available to guests.
- If you need to contact us for any reason during your stay, please call us on (01690) 710403 or e-mail us at [info@bryn-afon.co.uk](mailto:info@bryn-afon.co.uk) and we will respond as soon as we can.

## **BREAKFAST**

- Breakfast will be served in 2 sittings at 8 am and 9 am to ensure that social distancing is adhered to.
- Please use the hand sanitiser provided before entering the dining room.

## **AFTER YOUR STAY**

- If you have to self-isolate within 14 days of leaving Bryn Afon, please let us know immediately.

**THANK YOU** for taking the time to read this. We want to ensure that your stay is as relaxed and enjoyable as possible while being mindful of everyone's safety at all times. We very much look forward to welcoming you to Bryn Afon.