



Dear Guest,

While we are totally focused on your safety while staying at Hawthornbank Guest House, our priority continues to be ensuring that you have a relaxed, memorable and enjoyable stay.

### **Preventative Measures**

There have been very few cases COVID19 reported in our area. Here are some additional steps we are taking to prevent exposure. Our small size also helps to further limit the risk of exposure since there are no crowds.

### **Breakfasts**

Unfortunately, we can't offer breakfasts while the crisis is continuing, and we've cut our prices to reflect this. Please ask if you'd like a take away breakfast bag you can eat outside, which are available at £7.50 per person.

### **Bedrooms**

- Everyone engaged in the business are required to wash their hands continuously throughout the day.
- The standard of cleaning has always been high and will remain high with all rooms getting a deep clean after guests have left.
- To minimise the risk of spreading infection, rooms will not be refreshed unless you are staying for 5 nights or more.
- All surfaces such as door handles, railings, furniture, fixtures, remote controls, light switches and bins are disinfected as part of every cleaning cycle.
- All bedding and towels are washed at 60 degrees centigrade (140F) to eliminate any risk of contamination.



## **Public Areas**

- Shared surfaces such as door handles, railings, furniture, fixtures and light switches are disinfected during every cleaning cycle hand sanitiser will be available at the entrance to all common areas.
- We ask all our guests to respect social distancing with other guests in the public hall areas outside the rooms.

We would like to re-emphasise that we want you to have a relaxing, memorable and enjoyable stay while ensuring the safety of all our guests and staff.

Warm regards,

Ian and Jem