



## COACH GUEST HOUSE TENBY

### Reducing the risk of covid-19 during your stay with us

#### Additional administrative, cleaning & Hygiene measures in place

If you have booked a stay with us at Coach Guest House Tenby or would like to book with us we wanted to advise you of the following measures in place to ensure the safety and wellbeing of all our guests is maintained during your stay.

We appreciate booking a break away at this time is a difficult decision and hopefully the measures we have put in place will give you some reassurance.

#### Prior to check in

- Payment for your stay can be taken prior to your arrival if you would prefer, this can either be done through bank transfer or from the credit/debit card you used to book your stay. If you would like to use an alternative card or settle your account or in cash please do let us know and we can arrange.
- We would be grateful if you would confirm your arrival time to prevent overlap with other guests
- Guests are encouraged to provide their own PPE – face masks, hand sanitiser etc this is not mandatory and is guest choice, you will find touch free hand sanitisation stations available on every floor for guest use and we encourage you to use these as you move around the building

#### On Arrival

- If you have stayed with us before you will be aware our parking area is located opposite the guest house, please park outside the house when you arrive in Tenby if safe to do so and ring the doorbell, we can provide you with an access fob and direct you to our parking area (the bell will be regularly sanitised)
- You will be given your sanitised room key and car parking fob

## **Breakfast**

- Unfortunately up until 3<sup>rd</sup> August 2020 in line with Welsh government guidelines we are unable to provide our usual breakfast service due to our dining area having to remain closed, we will be offering a continental breakfast bag that will be delivered to your room, this will contain Croissants, Pastries, Butter, Preserves, Breakfast bars, Cereal and Orange Juice, as of 3<sup>rd</sup> August our normal breakfast service will resume.
- Please advise prior to arrival if you have any food allergies so we can source suitable alternatives for you.

## **Your Room**

- Your room will have been cleaned to our exacting standards prior to your arrival at the guest house to avoid any cross contamination between guests including the use of anti-viral sprays to all surfaces. Different cloths are used for each area of your room and these are disposed of after each use.
- We advise guests to travel with their own hairdryer, due to these being difficult to effectively clean these will have been removed from your room
- TV Remote control will be sanitised between guests check out and arrival
- Tea & Coffee will remain in your room but the supply will be limited, if additional supplies are required during your stay please let us know and we can deliver these to your room any remaining Tea & Coffee will be disposed of following departure to avoid the risk of cross contamination.
- Key touch areas within your room such as light switches, flat surfaces will have been cleaned using anti-viral sprays prior to arrival
- Mattress protectors, pillows and duvets will have been freshly laundered prior to your stay
- Guest information books will have been removed, if guests require any information about the local area please have a look at our digital guide book which can be found at <https://v2.hostfully.com/gjnwrrr>,
- Unfortunately, your room will not be serviced during your stay with us, you will be supplied with a number of bin bags and we kindly ask that any rubbish is put outside your room for collection daily, if you are staying with us for 4 nights or more your room will be re-sanitised on your 4<sup>th</sup> morning
- If you require fresh towels, please put your used ones in a bag outside your room and we will happily replace for you.
- There are many restaurants that are offering a takeaway or delivery services, we are happy for food to be consumed in your room and would ask that rubbish is put outside your room each morning for collection, in line with welsh government guidelines indoor eating will be permitted in restaurants and pubs as of 3<sup>rd</sup> August 2020

## **On Departure**

- We will remove duvet covers, duvets, pillows, pillowcases, mattress protectors etc and freshly laundered ones will be put back to avoid any cross contamination
- All linens are washed at 90 degrees before being put on to our beds
- Your room will be serviced on departure to the exacting standards you have come to expect from Coach Guest House Tenby and an anti-viral spray will be used on all surfaces
- Your room keys and car parking fob will need to be returned to us prior to leaving the guest house and will be sanitised ready for the next guests.

## **Public Area**

- All touch points in public areas will be regularly sanitised using an anti-viral spray including light switches, bannisters and door handles

This is not an exhaustive list and is subject to change. Should the government guidelines change over the coming weeks we will notify you as soon as possible.

If you do have any questions or concerns, please do not hesitate in contacting us on 01834 842210 or emailing [info@coachhousetenby.co.uk](mailto:info@coachhousetenby.co.uk) and we would be happy to help.

We very much look forward to welcoming you to Coach Guest House Tenby.

**Joycelyn & Mike**



**Joycelyn & Mike**

The Coach Guest House, 11 Deer Park, Tenby SA70 7LE

[joycelynandmike@coachhousetenby.co.uk](mailto:joycelynandmike@coachhousetenby.co.uk)

Telephone: 01834 842210

[www.coachhousetenby.co.uk](http://www.coachhousetenby.co.uk)