

MILLBROOK

Bed & Breakfast

COVID-19 precautions: How we will ensure you enjoy your stay in safety?

We are aware that people have varying levels of concerns and needs regarding health and safety during this time. This is a summary of what we have in place from arrival to departure:

General

- Face masks must be worn at all times throughout the communal areas of the guesthouse, you do not need to wear them whilst in your room or whilst seated in the breakfast room.
- Safe distancing rules throughout the guesthouse are requested of everyone.
- Staff will not work if they have any coronavirus symptoms.
- All staff will take daily temperature checks.
- Multi touch surfaces, doors and railings in the guesthouse sanitised regularly throughout the day.
- Sanitiser is readily available on each floor for use in the guesthouse. (Please do not remove. If you require sanitiser in rooms then they are readily available in all local shops)
- Hand wash is available in every bathroom.
- Safe social distance reminders are displayed throughout the Guesthouse.
- A tape marker around the kitchen door is to remind us all of safe social distancing.
- Bedrooms will not have been entered following cleaning and prior to your arrival.

Arrival / Check In:

- Any guests with symptoms will not be allowed to check in so please stay at home if you feel unwell.
- Please ensure you are wearing your face masks.
- All guests will be asked to inform us immediately if they develop any symptoms.
- Online booking, registration and payment options are encouraged to minimise physical contact.
- Self-check in using the key safe system is available on request but not essential.
- Owners available in person and via phone / email.
- If you wish to use the NHS Track and Trace app our 'QR Code Poster' is clearly visible in the reception area.

Cleanliness and hygiene

- Staff wash and sanitise hands at regular intervals throughout the day.
- Staff cleaning schedule in place.
- Enhanced cleaning precautions in place, in addition to our usual high standards with extra attention to multi touch surfaces.
- Anti-bacterial and sanitising products used.
- Single use items used wherever possible.
- Bedding and Towels are washed, dried and ironed in house using recommended products and temperatures.
- All crockery and food / drink items sanitised and washed in the dishwasher.
- Any additional decorative items in rooms temporarily removed following guidance.
- Any non-essential items removed but available on request (e.g. hairdryers, fans, Bibles, tissue boxes, sanitary bags boxes, additional coat hangers)
- All rubbish tied and disposed of safely.

- Hand / Body wash provided in all bathrooms for regular handwashing.
- Option of 'no staff access' to your rooms during your stay available on request.

Breakfast

- Due to the close proximity of tables in our dining room we have temporarily changed to a 'Breakfast Basket' option, delivered to the rooms in the guesthouse that have suitable seating (Rooms 2,4,7 and 8). For the remaining rooms (Rooms 1,3,5 and 6) a table is provided in the breakfast room where the basket will be placed on the designated table.
- All breakfasts to be pre-ordered on forms by 10pm on previous evening.
- Baskets will be delivered to room doors at 8:45 and collected from rooms during daily room cleaning.
- Baskets are labelled for rooms and all storage is thoroughly sanitised between guests.
- All food will be prepared onsite and we follow strict food hygiene guidelines.
- Cutlery wrapped and single use items used where possible.
- A 'room only' option is available for your stay at £10 per night discount per room.
- Single use items are provided packaged wherever possible.

Check Out

- 10:30 checkout and rooms are thoroughly cleaned ready for the next arrivals.
- Final balance payment can be made online, however cash can be taken.
- Keys are sanitised ready for the next guests to arrive.

Other

- Please try to maintain safe social distancing whilst out and about in Swanage.
- Please note the rules of each shop, café and amenity you enter. Everyone wants to be open but they want to do so safely.
- Please remember that this is a new situation for everyone and the 'rules' change regularly.

We belong to several associations and monitor all information regarding COVID19 / Coronavirus. As Government guidelines change we will update our practices to ensure that your safety comes first. We want you to enjoy your stay and are happy to answer questions and offer advice so please do not feel we are unapproachable, we will just maintain a safe distance in conversations.