



## **Covid-19 procedures - Apartments (December 2020)**

We've been working very hard to make sure that your stay at Bluebird Lodge will be safe, comfortable and enjoyable. We're putting lots of measures in place for the protection of ourselves and our guests, so please read this carefully, and ask us if there's anything that isn't clear. We have produced a detailed risk assessment, and this document outlines the main points.

**PLEASE BE AWARE: We are not able to accommodate guests from areas subject to Tier 3 restrictions. If you have an existing booking we will contact you to discuss your options. We can only accommodate single households from Tier 2 areas.**

### **Arrival and Check In**

We ask for an approximate arrival time between 4pm and 8pm. We won't be able to check anyone in before 4pm but you may use our car park and go for a walk if you arrive early. We will send you the code for the key safe 24 hours before you arrive, and the key and safe will be disinfected. We will also give you a mobile number so you'll be able to contact us during your stay.

Please use the hand sanitiser at the front door before you use the key safe. We are required to ask that you check in daily using the NHS App QR code which is on the wall by the front door. Face coverings must be worn in the entrance and stairway.

Once you have accessed the building, please phone us so we can talk you through check-in and how things work in the apartment. We'll ask you to confirm that you are symptom free and have not been in contact with anyone who has Covid-19. We reserve the right to refuse entry to anyone we believe to have Covid-19. We also ask that you notify us if you develop symptoms within 14 days of leaving us.

### **Accommodation**

Our rooms might not look as cosy as usual - we've removed all the cushions and throws for now. You'll have a refreshment package containing some essentials - feel free to take anything unused away with you as we won't use these for another guest. We won't enter your apartment during your stay, unless there is

an urgent reason to do so. In this case, we will wear face coverings and maintain social distancing. Our apartments undergo a thorough deep clean between guests, using approved disinfectants, so you can be confident that everything's clean. As well as our usual cleaning pack we will provide anti-bacterial surface spray and handwash.

### **Laundry**

Our bedding is laundered by a commercial company, using Covid-19 appropriate procedures. Towels are laundered by us at high temperature with additional antibacterial powder.

### **Common Areas**

We'll leave antibacterial spray and paper roll by the boot bench, so you can clean down the bench and other surfaces as required. Please take a boot tray to your apartment if needed for dirty boots rather than leaving them in the hallway. The trays will be disinfected between guests. Please be mindful of social distancing if guests from the other apartment are using the stairway and entrance at the same time, and wear a face covering.

### **Departure**

It would be most helpful if guests could remove duvet covers, sheets and pillowcases and leave them folded on the bed. We will remove and replace mattress and pillow protectors. Open the windows if you are able. Leave the key in the key safe, and message us when you leave so that we know we can begin cleaning.

### **Covid-19 notification**

If you should develop symptoms during your stay please let us know immediately. We will follow the latest government guidance [www.gov.uk/guidance/nhs-test-and-trace-how-it-works](https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works). If it is safe to do so you should return home to self-isolate. If this is not possible we will discuss your next steps.

We hope you have found this information useful, and that your stay with us is pleasant and enjoyable. Thank you for working with us so that we can protect each other.