

Lindeth Fell Covid 19 Statement ~ last update 27th November 2020.

Our statement describes the measures that we have put in place to meet the challenges of Covid 19. They are drawn up to comply with the government hospitality guidelines initially published on 24th June 2020 and are regularly reviewed. Uppermost in our thoughts has been to ensure your stay is as comfortable and relaxing as it always has been whilst ensuring we make you feel safe when you came to stay. I do hope the measures described below will reassure you and that you will feel confident to come and see us!

Tiers

We ask our guests to follow the guidance for the area they are from.

- Guests from Tier 2 are permitted no mixing of households indoors, apart from support bubbles. Maximum of 6 people outdoors.
- Guests from Tier 3 are advised not to travel outside their area other than where necessary, and are advised against overnight stays.

Communication

- We will send an email before you arrive clearly explaining all the measures we have put in place. You will be asked to confirm that you and any one in your household is free of COVID 19 symptoms. If you or they have any symptoms you will be asked to cancel your visit. If you have any symptoms on arrival, we ask you to not enter the building but to contact us by phone instead.
- When you check in to your room you will find a sanitised room key and welcome pack, made up at least 72 hours prior to your arrival. In your Information pack you will find a welcome letter, local map, pre order breakfast menus, and our food and beverage menus. There is a registration form which needs completing and returning to us by 9 pm that day.
- Our feedback form is in your sealed room welcome pack so that on checking out you can let us know how you have found your stay.
- We confidentially ask you to let us know if you develop Covid 19 symptoms within 7 days of departing Lindeth Fell.
- Please contact us if you need any assistance before during or after your stay.

Reception

- Your sanitised key will be in your room on arrival. You will keep your key with you throughout your stay and not hang it up when going out. Your key fob also has a front door key attached, and you will need this to get in if you return later than 11 pm when we lock up.
- We advise that activities and visits now require pre booking on line for example Windermere lake cruises, Hill Top etc. Planning prior to your visit is now advised.

Arrival

- On the day you arrive please ring the bell & wait for a member of staff to greet you. If there are others waiting, please maintain the required 1 -2 metre distance to queue. During your stay you may come and go freely without ringing the bell, but always checking the hall is free of people before entering.
- Check in time is from 3 pm to 10 pm, and it will not be possible to arrive outside these hours. If you arrive early and would like to go for a walk you may park in our car park. Just call us with your car registration number.
- There is hand sanitiser by the front door, please use on your way in.
- **Wearing of facial covering.** Government guidance requires the wearing of masks in public areas in hotels. Please can we ask you to wear a mask on arrival, and then whenever arriving and departing, or moving through the hall, corridors and stairs. They are not essential in the dining room or bar, as the legislation is as follows: "You can remove your face covering in order to eat and drink if reasonably necessary' when in an area that is specifically for these purposes." Please can we ask you to bring your own PPE with you.
- Check in will now be as contactless and paper free as possible. For arrivals, transactions, enquiries, payments and check out, we have moved our reception from our small office, into the much larger and airier bar area, complete with Perspex screen.
- We will not routinely escort you to your room. Our rooms now have consecutive numbers so should be easy to find!3 Neither can we offer to carry luggage, but please don't worry if you should need any assistance as we are still very happy to help, using appropriate PPE.
- Employees at Lindeth Fell will be wearing face masks and the appropriate PPE for their area of work as specified by the government guidelines, and they will be socially distancing.

Your bedroom

- Your room will have been thoroughly cleaned prior to your arrival in accordance with our enhanced cleaning regime. We have streamlined the room service offered during your stay to avoid unnecessary contact with your belongings and reduce the time we spend in your room. Your bedroom and bathroom will no longer be thoroughly cleaned on a daily basis. Instead we will now top up tea trays, change water glasses, replenish guest amenities, refill your iced water jug, empty bins and change towels and bed linen as necessary. If you prefer nobody going in to your room at all during your stay, you will be able to collect tea tray top ups, guest amenities and fresh towels from reception. If staying longer than

4 days we can offer a full room service half way through your stay. Staff will only enter rooms when guests have vacated them.

- Before your arrival we will ask for your preference of tea / coffee on your tea tray. They will all be individually wrapped sachets. Let us know if you prefer that we remove the tray from the room.
- We have removed some of the in-room furnishings and high touch items such as cushions, ornaments, magazines and room folder. Your room folder can now be found on our web site.
- Please let us know before you arrive if you would prefer any of the following ~ twin beds, hypo allergenic bedding, sheets / blankets, extra pillows or other requests.
- All guest amenities including hand sanitiser in your room are single packaged items.
- Your remote control has been thoroughly sanitised and placed in a plastic cover. You may remove this if you prefer.

Public rooms and gardens

- When moving around the building please be aware of keeping 1 -2 metre social distance. Please check the coast is clear when leaving your room and try not to pass guests on the stairs. We will keep more doors open and windows open throughout the building, weather permitting!
- We have placed anti-viral hand sanitisers in the lounges, the bar, the dining room, the hall and landings for your frequent use.
- At the entrance to the lounges we state the recommended safe number of people allowed, and seating has been arranged accordingly.
- Please could we ask you to use the toilet facilities in your bathroom and leave the cloakrooms on the ground floor for use by non-residents.
- We have seven acres of beautiful, peaceful gardens and we have now extra tables, chairs, loungers and parasols.

Food & beverage

- We are still serving all of our usual food and beverage options and details are as usual on the web site. We now ask for 48-hour pre order of platters, Sunday lunch and full afternoon teas before you arrive, and 24 hours notice while with us, and 24 hour notice of light lunches and picnics.
- On our web site we have compiled a list of some of the local restaurants that are open. All will require pre booking well in advance as they have fewer tables than previously. We have not had time to visit them all post Covid and ask that you look at their web sites and telephone them to make an informed decision regarding their covid19 procedures.
- In your room Information pack, there will be a breakfast menu. We ask for a pre order by 9 pm the night before, and will also arrange a time window for breakfast.
- We are not able to offer the complimentary trays of tea and scones at present. Instead you will find home-made biscuits in your room on arrival.
- We are now happy to serve all meals and beverages outside on the terrace, weather permitting!
- We can now provide you with pre order picnics to eat in the grounds or take with you on a day out.
- From 2nd December, alcohol can only be served in the bar, dining room or other public areas if served with food (with substantial meals) We can serve drinks to be consumed in your own room until 10 pm at night.

Breakfast

- There will be a breakfast menu in your room's Welcome pack. Breakfast needs to be pre ordered by 9pm the night before.
- We have a spacious dining room where a reduced number of tables are now well spaced at 1.5 - 2 metres apart. Fewer tables means we have had to implement 3 times to arrive for breakfast, either 8 – 8.30, 8.45 - 9.15 am or 9.30 - 10.00 am. Please select your preferred time on your pre order.
- Our full breakfast menu is available in the dining room.
- We offer room service Continental breakfast which should also be pre ordered by 9 pm the previous evening.
- All our buffet items will still be available to order and will be served to your table, but there can no longer be a self-service buffet.
- Serving staff will wear appropriate PPE as guided by the government.

Check out

- Check out time is 11am. We would like to minimise contact during your check out, which will be carried out across the Perspex screen in the bar.
- You can pay your account from 10 – 11 am on your day of departure, or on request we can have your bill ready the evening before you depart, giving you time to check it, and pay that evening. If you are leaving before 7.30am, please settle your account the previous evening. This can be any time up to 10pm.
Please can you pay by credit card rather than cash or cheque if possible. If by bank transfer, this will need to be well before you check out, to allow funds to arrive in our account before you depart. We can also take full payment before you arrive but this will need to be by bank transfer. Just contact us if you have any questions.

- If you have nothing to pay on checkout please let us know that you are leaving and leave your keys on the reception desk in the hall.

Behind the scenes

- A full Covid 19 risk assessment has been carried out
- All public rooms and staff working areas will be treated with a highly effective eco friendly, bio degradable anti viral disinfectant solution that has been tested as 99.99% effective against Covid 19
- Guest bedrooms will be given the same disinfection treatment as the public rooms.
- Additional regular anti-viral disinfection of high touch surfaces, throughout public areas, with a timed and signed rota.
- Enhanced deep cleaning of all public rooms, and of bedrooms after every stay.
- Bed linen and towels continue to be sent for professional cleaning to the government required standard.
- Your bed is made up with protectors for pillows and mattress, all of which are replaced with every change over.
- Staff training in hand and respiratory hygiene, new cleaning protocols, and health and safety amendments
- Staff health checked daily.
- Appropriate staff PPE in use
- Enhanced cleaning and social distancing in the kitchen and staff areas and working to government guidelines

If you develop symptoms of Covid19 whilst staying with us at Lindeth Fell.

These are the government guidelines on what you should do if you fall ill with coronavirus symptoms during your stay with us.

- Contact reception by phone to inform us. Remain in your room to minimise any risk of transmission. Request a test. Whilst in your room we will provide all meals, drinks and support via room service. Any one else staying with you in the room should also isolate in the room. If the test is confirmed to be Covid-19, you should return home if possible. Use private transport but only drive yourself if you can do so safely. If you cannot reasonably return home (for example because you are not well enough to travel or do not have the means to arrange transport), we will discuss your case with an appropriate health care professional and, if necessary, the local authority. In the event of acute symptoms we will seek medical help immediately.