

LINDETH FELL COVID-19 STATEMENT

Post pandemic feedback from our guests and staff has shown that over the last 2 years, due to the procedures we have in place, we have maintained a safe environment at Lindeth Fell, and they are confident that we are doing all we can to protect them from the spread of covid. Uppermost in our thoughts is 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.

If you develop symptoms of, or test positive to covid-19, please stay at home.

Social distancing measures are still in place so please observe and follow these where possible.

Wearing of facial covering.

There is no longer a legal requirement to wear a mask, but please wear one if you feel more comfortable doing so. The staff at Lindeth Fell will no longer be required to wear masks but may do so if they choose.

Communication

- Please contact us if you need any assistance before during or after your stay. Tel 015394 43286. Email kennedy@lindethfell.co.uk

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.
- When you check in to your room you will find a sanitised room key and a folder with breakfast menu and pre order breakfast forms. In your sanitised room folder, you will find a welcome letter, local map, a list of our recommended restaurants, and our food and beverage menus.
- There is a registration form which needs completing and returning to us by 9 pm that day.

Arrival.

- On the day you arrive please ring the bell & wait for a member of staff to greet you. During your stay you may come and go freely without ringing the bell, but always checking the hall is not very busy before entering.
- Check in time is from 3 pm to 10 pm. 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.
- Check in is now 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! We do not routinely carry your luggage currently, but if you will need assistance with your luggage, please contact reception.

Your bedroom

- Your room will have been thoroughly cleaned prior to your arrival in accordance with our enhanced cleaning regime. Your bedroom and bathroom will be cleaned on a daily basis and we will 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. Staff will only enter rooms when guests have vacated them.
- 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. 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.
- We have seven acres of beautiful, peaceful gardens and we have now extra tables, chairs, loungers and parasols.

Food & beverage

- We are serving all our usual food and beverage options as described on the web site. Please let us know if you would like to order platters 48 hours before your first day, and then give 24 hours' notice for the rest of your stay.
- In your room folder, and on our web site we have compiled a list of recommended local restaurants that are open. All will require pre booking well in advance. 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.
- We no longer offer the complimentary trays of tea and scones. Instead, you will find home-made biscuits in your room on arrival.

Breakfast

- There will be a breakfast menu and pre order forms in your room. Breakfast needs to be pre ordered by 9 pm the night before, and the form placed in the labelled wooden box on the hall table. If you will not require breakfast, please simply write this on your pre order form.
- We have a spacious dining room where a reduced number of tables are now well spaced at 1.5 - 2 metres apart. Breakfast is served between 8am and 10am. Please select your preferred arrival 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 from the kitchen, but we no longer have a self-service buffet.

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

We will reduce surface transmission by keeping all areas clean (particularly surfaces that people touch regularly). We promote the use of hand sanitisers by providing them in every guest bedroom and public area, and with clear signage. We encourage good hygiene behaviours such as regular handwashing. We reduce aerosol (airborne) transmission by ensuring areas are well-ventilated, before your stay and where possible during.

- A full Covid 19 risk assessment has been carried out
- Regular anti-viral disinfection of high touch surfaces, throughout public areas.
- 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.
- Staff training in hand and respiratory hygiene, new cleaning protocols, and health and safety amendments
- Enhanced cleaning and social distancing in the kitchen and staff areas and working to government guidelines