



## Coronavirus Temporary update to standard policy below.

In case you haven't got time to read this full and details of the policy to summarise in a few sentences, we're keeping you and our staff safe by us all keeping a distance of 2m apart or 1m with mitigation measures in place, washing our hands regularly, and extra cleaning measures .

We will unfortunately not be able to service you room for stays of less than 4 days. On the 5<sup>th</sup> day of a stay we will service your room but only if you want us to. You will need to vacate the room whilst this is done.

We are proud to have been accredited by visit England for our Covid 19 cleaning regime.

All bookings with an arrival date in 2020 will be required to pay the first nights stay. A cancellation will only be charged if it is outside our terms and conditions as set out below and is not as a result of Covid -19.

We recommend all guests considering making a reservation, read the Guest guidance as set out in our document found below. As there are a few changes to our normal procedures and to the service we can provide during this time. Please contact us directly by telephone (01278 732695) or by email ([babblingbrook.inn@gmail.com](mailto:babblingbrook.inn@gmail.com)) if you have any queries or for further information.

A Non -Covid related cancellation of a booking will be subject to our standard terms and conditions as set out below.

### Terms & Conditions

### How to book

Bookings can be made either online through the booking page on our website or by email to [babblingbrook.inn@gmail.com](mailto:babblingbrook.inn@gmail.com) or by telephone on 01278 732695

A deposit payment of the first nights value will be required at the time of booking. This will be taken using the credit/debit card provided via the secure server for online bookings or by authorising a payment to be taken from a credit/debit card received by telephone for email bookings. If no authorisation is given or an invalid card was provided, the booking will not be made and any provision request will be terminated.

Once a booking has been made and an authorised deposit received a confirmation will be sent either directly from the online booking system or by email for any other bookings.

## Standard policy below.

A deposit of the first nights stay is required for all direct telephone bookings, this will be fully refundable up to 48 hours prior to the date of stay.

Unfortunately we have experienced some “no shows” and so we have to enforce a cancellation policy as follows:

Cancellation or modification received within 48 hours of date of arrival, or in case of a no show, 100% of the reservation will be charged.

Also, please note that we cannot accommodate dogs and The Babbling Brook is a smoke-free zone!

One child up to 6 years of age may stay in the room using existing beds for a charge of £10 per night. There is no capacity for extra beds in the rooms.

Please let us know your expected time of arrival. Usually you may occupy your room after 6pm which ensures that there is someone available to check you into your room. Although if you are arriving earlier please call in advance and we will do our best to accommodate an earlier arrival. You will be required to vacate the room by 10.00am on the day of departure. A later time if possible will be offered on request.

### Loss Or Damage

Any loss or damage to items listed within the inventory will be charged as required. The Babbling Brook Inn reserves the right to charge the full amount for reinstatement of items found to have gone missing or to have broken.

## Covid 19 Guest Guidance.

The world is a very different place since the Coronavirus pandemic but we wanted to reassure you that you can have confidence when you stay with us. The health of our guests and staff is always forefront in our minds.

To ensure social distancing within The Babbling Brook you have your own access to and from the rooms from the garden so there will be no need to come into the public areas unless you wish to do so.

Inside the pub tables have been moved to ensure social distancing is in operation.

Our Cleaning products are in line with Government guidelines using BS EN 13697 so your safe in the knowledge that they do their job. No Guest glassware, crockery or cutlery is hand washed everything goes through a industrial sanitiser before use.

Our linen is bagged after each guest and laundered, at 60 degrees C at least and bagged for collection immediately. Our ironing is done professionally and is collected with the appropriate PPE, disinfectant spray will be used during this process to reduce any risk involved. The bedding will be bagged and sealed and dated and left for a minimum of 36 hours before being used for the next guest.

We have achieved a 5 star rating for our food hygiene (the highest score) from Environmental Health.

Visit England have certified us as “Good to Go” regarding Covid 19 policies put in place.



You will find details below of the actions we are taking to keep us all safe following the completion of a risk assessment. This policy is based on government guidance for the hospitality business. As their advice changes we will update this document so if your booking is some way off you may wish to check back nearer the time of your booking.

We have changed some of the things we do to ensure the safety of everyone in the building. Please read through the list as some things may affect your stay.

### Before you arrive

As per current Government advise, please do not travel to us if anyone in your party is showing any of the common symptoms of Covid 19, for example, fever, persistent cough, loss of taste or smell. We will happily change your dates for a future date at no penalty, even at the last minute. For your confidence in booking all reservations are currently fully flexible and can be moved to another date.

We have a track and trace app that can be scanned with your phone for you to input your details or we will have your details through our online booking system should we need to contact you.

Your agreement that you will follow our temporary new procedures and measure whilst on our premises is kindly requested and forms part of the terms and conditions of booking. A link to this document will be emailed prior to your stay and unless we hear from you it is presumed that you are happy to continue with your booking under these new measures.

This document is also available on our website via [www.thebabblingbrookinn.co.uk](http://www.thebabblingbrookinn.co.uk).

### Arrival

Most of our guests arrive by car, please avoid using public transport where possible, minimising the chance of infection en-route. We have plenty of parking available.

We would remind you to limit contact with other people and remain at least 1m social distancing at service stations, restaurants and attractions, using hand sanitiser, wipes and face coverings where appropriate.

### Check in

We will ask you for an approximate check in time. Hand sanitiser is available by every entrance and you will be required to use this whenever you enter the building.

Your key will be sanitised after the last guest and again prior to handing to you.

We will not come to your room with you instead we will direct you to it or the key will be left in the room for you and you will be given directions

Whilst we do not require you to wear a face mask during your stay as we ask that you try to remain 2m distance from other guests, or you may wear one if you prefer.

### Your Room

A welcome letter in your room will explain our room servicing policy.

The remote control will be thoroughly sanitised in between guests

We have no air conditioning. During this time we would encourage plenty of ventilation with the windows and doors being left open on occasions.

The decorative cushions and runners will be removed from bedrooms to make cleaning and sanitising easier. All the towels are washed on a high heat, minimum 60 degrees C, and dried then bagged and stored for 36 hours before use again.

Our Tea Tray will be simplified greatly to reduce the amount of things you may have touched. All items will still be available. Just request them via the telephone number given to you on your welcome letter or from the bar when the pub is open and they will be brought to your room for you or you will be able to collect from the bar area.

We would ask you to wash your hands both on entering and leaving your room.

## Cleaning

We regret that we cannot clean your room daily if you are staying with us for 4 nights or less. On the fifth day you will be offered cleaning of your room but it is up to you.

We will however provide you with a contact number so that you can request consumables topping up for anything you require on a daily basis ie. Toilet rolls, milk, tea bags, coffee, biscuit, shampoo etc.

We ask that you empty your own bin, when required then placing the rubbish bag outside the room for collection along with any dirty crockery before you leave for the day. You will find clean bin bags underneath the old one. We will arrange with you to give you your requested items or leave outside your door in a sealed bag.

We will be cleaning in addition to our usual cleaning routine, all customer touch points, door handles, light switches, plug sockets etc.

Where possible a minimum gap of 24 hours will be left between guests. Appropriate PPE (personal protection equipment) including a face mask, plastic apron and gloves will be used and then disposed of and a new set used for the next room. Disposable cleaning cloths are used for each room to prevent cross contamination and hands are washed frequently.

## Breakfast £6.50pp. Please order before 9pm

Breakfast includes, croissants, butter & jams, cereal, fresh milk & orange juice, coffee perculator & fresh fruit. It is charged at £6.50pp. If a breakfast is requested, we will knock the door and hand the tray to you at your rooms door, usually after 9pm for the next morning. Please leave all used crockery on the tray and this will be collected from your room the following morning. If you are staying another day please leave the tray outside your room before you go out for the day. If you are departing then please just leave inside your room.

## Evening Meal

We have temporary opening hours which will be adapted to meet demand. If you wish to join us and dine in the pub, please ensure a booking is made as we have limited table space due to social distancing rules.

We are happy for you to have one of our meals as a take away option and enjoy in your room if you wish. Cutlery will be supplied with your take away. A menu will be available in your room and you are welcome to take this with you or we will dispose of this.

### Check Out

Before you check out, please open all your windows for ventilation and leave out any hairdryers etc that you have used during your stay to enable us to sanitise them.

We request that you pay your bill before you leave the premises the night before with a member of staff. If you need to use the credit card machine, it will be sanitised prior to use. Your key can be left on the inside of the door when you leave in the morning.

### General

Should you feel unwell during your stay with any of the common Coronavirus symptoms (i.e, persistent cough, loss of taste or smell, high temperature) then you must notify us immediately. Consistent with Government guidelines you will be asked to check out immediately in order to self isolate at your home address. Should your symptoms become worse you should seek medical advice. Where travel is not possible, you will be liable for all costs incurred by us for extra nights and/or services provided. This may include rehousing guests who were due to occupy your room.

Where serving and conversing with guests at less than 1 m then a face covering will be worn.

Should we find coronavirus on site , or one of our staff are tested positive or need to self isolate, we may need to cancel your booking at short notice. Where this happens, a full refund or alternate dates will be offered.

The above represents a sample of the new health and safety measures implemented at The Babbling brook. This list is intended to offer an overview of how we are working to safeguard the health and wellbeing of our guests and ourselves. All standard will be reviewed and re-evaluated regularly to ensure relevance and maximum efficiency and are subject to change based on the guidance of the UK Government.

If you require any help or have any questions before your stay then please email us on [babblingbrook.inn@gmail.com](mailto:babblingbrook.inn@gmail.com) or call us on 01278 732695.

We look forward to welcoming you soon, it's all a learning curve for us as well as you so if during your stay you do see something concerning then please come and talk to us, but we can assure you we are committed to following all the government Guidance to the best of our ability.

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