

High Fold Guest House response to the situation regarding COVID-19

We have fully met the official Visit England 'Good to Go' Industry Standard, which requires robust processes for cleanliness and social distancing to make your stay as safe as possible. We are fortunate to be surrounded by beautiful countryside so your stay should be as relaxing as ever. There will of course be a few differences, but we are trying to make things as normal as we possibly can.

If you are concerned about an existing booking, please do not hesitate to contact us on 015394 55783 or email info@highfoldbedandbreakfast.co.uk.

Deciding whether to book a stay

If you are undecided as to whether to book a stay with us, we hope that these notes will help:

- The guest entrance is separate from the family entrance
- Only 2 out of the 3 rooms are in use to enable us to leave a greater distance between the tables.
- If you would like to have sole use of the property, ie. No guests other than those in your own party, please contact us as we could then make all 3 rooms available to you.
- Breakfast times will be staggered to facilitate social distancing.
- If you prefer to book a room only, without breakfast, there will be a reduction of £10 per room.
- All surfaces and touchpoints will be thoroughly cleaned and disinfected after each stay. The breakfast room and general areas of the house will continue to be cleaned daily to at least the required standards.
- Hand sanitizer will be available for guest use in each bedroom.
- We will inform you immediately if any of us has had to self-isolate within 2 weeks of your arrival date.
- We are asking all guests to contact us up to two weeks after your stay if you have had to self-isolate so that we can manage communications to anyone who has a future booking.
- To facilitate contact tracing, we will ask all guests to complete the usual guest registration form on arrival and we will retain your contact details on our booking database.

During your stay

- If you need assistance with luggage please let us know on arrival and we will help you with it in a safe way.
- We have revised our breakfast offering as follows, so please note that it may take a little longer than usual:
 - Breakfast buffet items e.g. cereals and yoghurt will be provided as individual portions and in containers for your sole use.
 - Milk, juice, jams and condiments will be served in individual containers on your table.
- We would ask that you remain flexible regarding housekeeping - we will replace dirty cups etc... and remove rubbish, and we are happy to service your room if you want us to but completely understand if you prefer us not to (we will check with you at breakfast).
- It may be necessary to make a late change of room for your stay if we are required to close a room for a period of time.

After your stay

Our only request after you leave is that you let us know immediately if you have to self-isolate within 2 weeks of leaving. This will enable us to manage communications with contact tracers.

Cancellation and Curtailment

We have amended our cancellation policy to be completely flexible and no deposits are being taken during the period of Covid-related restrictions. If you have already paid a deposit and must cancel for a Covid related reason, this would be refunded in full or be transferred to a later date.

If you come and stay with us but decide to cut your stay short due to coronavirus concerns, we will take payment for the period that you have stayed plus a small charge for costs already incurred as a direct result of your arrival (i.e. breakfast costs). We will not charge you the nightly rate for nights on which you have not stayed.

As per our standard Terms and Conditions, we always advise that you take out travel insurance if you are concerned that you may need to cancel.

If you have any questions or concerns, please do not hesitate to give us a call on 015394 55783