

COVID-19 UPDATE

OUR PLANNED RESPONSIBLE RE-OPENING

We are doing everything to make your stay relaxing, enjoyable and most of all safe for all of us.

PRIOR TO AND ON YOUR ARRIVAL

Check in will be different.

* Guests are encouraged to book online.
* You will be required to pay in full prior to your arrival, allowing check in to be contactless.
* Staff and guests in reception will be protected by screens allowing you the same friendly welcome faces and smiles.
* Additional hand sanitisers will be available throughout the building. We ask that you utilise these regularly.
* Lift usage will be limited to one room at a time to assist with social distancing.
* At no time during your stay will a member of staff be in the guest room (unless in the case of an emergency). Strict guidelines will be followed should an emergency require our attention.
* If due to government restrictions, we cannot open on the date planned we will contact you to re-arrange the date or refund your booking subject to our terms and conditions.

YOUR ROOM

* Our standards of cleanliness and hygiene are exemplary but, during this period they will be taken to another level.
* Housekeeping staff will conduct rigorous deep cleaning in all rooms following guest check out, paying particular attention to all touch points within the room.
* All non-essential items such as magazines have been removed from the rooms to reduce risk.
* No staff will enter your room during your stay unless in an emergency. Replenishment of towels, linen or any other items will be available on request.

FOOD & BEVERAGE

* Initially, we will be providing bed and breakfast with our bar and terrace reserved for guests only.
* Breakfast must be pre-booked and pre-ordered to limit the number of guests using the area at any one time.
* Each room will be allocated their own socially distanced table for use throughout their stay.
* Any drinks purchased must be paid for at the time of consumption by card, we will be a cashless business going forward. By avoiding room posting drinks we are able to offer a contactless check out.

LEAVING US

* Prepayment and contactless check out allows you to simply drop your key at reception on departure.

All of our procedures will be reviewed regularly and are subject to change following government guidelines.

We appreciate your ongoing patience and understanding, if you would like any further information please contact us via email enquiries@thebeachatbude.co.uk