

Safe & Secure at Strathmore Guest House

Helping to protect you against Coronavirus (COVID-19) during your stay

During this very difficult time, we thank you for your continued support and loyalty.

Strathmore Guest House has always put the health and safety of its guests first and even more so during the COVID-19 pandemic. We have conducted a thorough Risk Assessment - reviewing every part of our guesthouse and our processes - and have taken appropriate measures and controls to minimise the risks of infection from COVID-19.

The measures we've put in place include:

- Enhanced cleaning beyond our usual high standards. All key areas of the guesthouse will be cleaned and sanitised to government guidelines on a regular basis, including door handles, light switches and regular touch points. All guest rooms will be cleaned and sanitised using high quality cleaners and disinfectants. All linens will be washed above 60°C.
- Investment in high quality hand sanitizer and cleaning wipes at key points through the guesthouse for guests
- Provision of Staff personal protection equipment.
- Processes to enable social distancing between staff and other guests, where practically possible.
- Staff will wear face coverings.
- Staff will maintain a high level of hand cleanliness and hygiene.

We are happy to discuss every aspect of the measures that we have put in place.

Our steps to Safety at Strathmore

We are the same friendly and helpful people as we were before COVID-19 and will do everything we can to ensure you have a wonderful and enjoyable stay.

We are committed to providing all of our guests a clean and safe environment to stay whilst in Keswick and using best practice Government and the World Health Organisation guidelines we have put in place a set of safety and hygiene protocols to ensure Strathmore Guest House is as clean and safe as possible.

1) Social Distancing

We have put in place social distancing measures where possible, such as in the reception and the guest dining room.

2) Hand Sanitising

We have placed Hand Sanitiser for guest use in key areas, such as the reception and the entrance to the building.

3) Your Room

Once you have checked in to your room Staff will not enter unless requested. This is your safe place that has been sanitised before your arrival. For additional tea coffee, milk, towels etc. please as Paul or text +44 7545 129576 and these will be left outside your room on request. For stays over three nights please organise a time for room to be serviced by asking Paul or texting. We have removed additional soft furnishings and printed materials to minimise contact surfaces, but these are available on request

4) Staff Health, Personal Protective Equipment (PPE) and Cleanliness

Staff will have their temperature checked every morning. We will be wearing face coverings during our breakfast service. We will be following strict guidelines for hand cleaning and respiratory hygiene.

5) Check-in

To minimise guest-staff and guest-guest contact a new streamlined check-in process has been implemented. Please let Paul know your arrival time to stop guests checking in at the same time. A contact free check in is possible using our key box system. We will not take you to your room unless you require us to do so.

6) Air Flow

We will keep doors and windows open as much as possible to increase air circulation.

7) Cleaning and Disinfecting

Your room will be deep cleaned and sanitised to a high standard using EU standard BS1SEN1276 cleaners and sanitiser. Glasses and cups will be cleaned in our commercial dishwasher at 80°C and remote controls will be sterilised. We launder all of our own sheets, towels etc. and can guarantee that they will be washed above 60°C. We have removed many unnecessary items from

around the guesthouse to enable thorough cleaning. All key touch points will be regularly cleaned using EU standard BSEN1276 sanitizer. We are also placing high quality cleaning surface wipes at key points for guests to use, as they feel appropriate.

8) Easy Contact

To reduce the need to visit the reception we have implemented a range of contact methods, SMS, email, phone.

+44 (0) 7545129576 +44 (0) 1768772584 strathmorequesthouse@gmail.com

9) Breakfast Service

To provide a high quality, smooth breakfast service we will request breakfasts are pre-ordered the night before. Your table will be marked with your room number and this will be your table for your entire stay, tables have been placed to allow the one-meter plus spacing between them. We will serve your breakfast to your table, including tea, coffee and juice. Any shared condiments will be sanitised after every service. We also ask people not to enter the breakfast room except at breakfast time. With regret there will not be a buffet at this time.

10) Methods of Payment

Our preferred method of payment is debit or credit card but we will accept cash if necessary. Payment can be made at any time throughout your stay at a quiet time to help facilitate an express check out.

11) Express Checkout

To reduce contact with staff and other guests we are happy for guests to leave without any formalities provided payment has been processed and your key has been returned.

12) Sickness

If you become unwell during your stay. Please stay in your room and contact Paul on one of the numbers above.

We ask that all guests respect the Covid-19 guidelines. These processes may change, as we are required to comply with the latest government guidelines.

Reservations and future bookings

We will be open to guests as of the 4th July, for availability and reservations please check our website strathmorekeswick.co.uk or call us directly on +44 (0) 17687 72584

We obviously reserve the right to cancel bookings should the government extend the shutdown of our business or reinstate the lockdown at a later date.

Thank you for your understanding, your business and your support – we wish you a safe & secure stay at Strathmore Guest House.