

# WOODBURN LODGE

## **COVID-19 ADVICE AND GUIDELINES AND TERMS AND CONDITIONS OF YOUR BOOKINGS**

The most common symptoms are:

1. Fever/high temperature (37.8c or higher);
2. Loss of change or sense of smell and taste;
3. A new continuous cough is where you:-
  - i. Have an new cough that has lasted for an hour or
  - ii. Have had 3 or more episodes of coughing in 24 hours
  - iii. Are coughing more than usual
4. A high temperature, is feeling hot to touch on your chest and your back. You do not need to measure your temperature;
5. You may feel warm cold and shivery.

Some people will have more serious symptoms including pneumonia or difficulty breathing which might require admission to hospital.

**IF YOU HAVE ANY OF THESE SYMPTOMS PLEASE DO NOT TRAVEL TO WOODBURN LODGE B & B AS YOU WILL NOT BE ALLOWED TO STAY.**

If your booking must be cancelled due to COVID-19 symptoms you will be fully refunded and deposit paid.

### **IF YOU HAVE CORONAVIRUS SYMPTOMS**

If you have developed symptoms (however mild) in the last 7 days stay at home for the 7 days from the start of your symptoms and arrange to be tested. Do not go to your GP, Pharmacy or Hospital. You should remain home until you get the result of your test and then follow the advice you will be given based on the result. Read our stay at home guidance for Households with possible Coronavirus infection.

### **WHEN TO GET HELP**

Only phone 111 if:

1. Your symptoms worsen during home isolation especially if you are in one of the high or extremely high risk groups;
2. Breathlessness develops or worsens especially if you are in the high or extremely high risk group;
3. Your symptoms have not improved within 7 days;
4. If you have a medical emergency phone 999 and tell them you have Coronavirus symptoms. If you live with other people and have symptoms they will have to stay at home for 14 days from the start of your symptoms even if they don't have symptoms themselves;
5. If they develop symptoms within 14 days they need to stay at home from the day their symptoms started and arrange to be tested. They should do this even if it takes them over the 14 day isolation period.

## TESTING FOR CORONAVIRUS

You can book a test online for anyone aged 5 or over with symptoms in your household. Key workers and anyone else in their household with symptoms can access testing through their employer. In the first instance will be given priority. If you test positive your close contacts will be traced as part of the National Test and Protect approach to containing the virus.

## HOW TO AVOID CATCHING CORONAVIRUS

1. You can reduce your risk of getting and spreading the infection by:-
2. Avoiding direct hand contact with your eyes, nose and mouth;
3. Maintaining good hand hygiene;
4. Avoiding direct contact with people that have a respiratory illness as well as avoiding to use their personal items such as their mobile phones;
5. Covering your nose and mouth when you cough and sneeze with disposable tissues and disposing of them in the nearest waste bin.

## WOODBURN LODGE B & B COVID-19 PREVENTION MEASURES

To avoid risks of Coronavirus WOODBURN LODGE BED AND BREAKFAST will be implementing the following guidelines and procedures after completing a COVID-19 Risk Assessment:

1. Guests must pre-book accommodation. Full contact details including a mobile phone number must be supplied at the time of booking. These details will be kept for 21 days to allow for Track and Trace if there is a COVID-19 outbreak locally.
2. Guests will be asked to prepay the cost of their accommodation prior to their stay to minimise contact at the B & B.
3. Guests showing COVID-19 symptoms on arrival will not be allowed to stay at Woodburn Lodge B & B they will be asked to leave immediately to return home.
4. On arrival guests will see a notice on the front door where hand sanitiser will be available before they enter along with protective gloves.
5. Guests will enter the property and go straight to their room on the ground floor following the social distancing signs clearly marked on the floor along with signs on all doors.
6. Guests have sole use of the dining room which is next to their bedroom as we are only letting one bedroom until further notice.
7. We have decided as above to only open one bedroom so the guests can feel secure that they are not sharing the dining room with anybody. They will have sole use of the guest's facilities.
8. All cold foods will be placed in the dining room before guests enter the room. The hot breakfasts will be placed on a temporary table socially distanced from the dining table and guests can collect these when owners leave.
9. The owners of Woodburn Lodge will wear gloves and facemasks until guests have left the property for their trips and outings. At this time and only when guests have left will we enter the dining room and clean the rooms.
10. Pack-ups are available and must be ordered the night before along with the breakfast menu which is also done the night before and will be in your room on arrival and can be left on table at exit of dining room.
11. During your stay if you need to talk to us please use your distance markers on the floor.
12. Room cleaning will take place when you have left the property. We will open windows and doors to air. We will wear PPE to clean rooms. Bins will be emptied. Beds re-made. All used items replenished. All hard surfaces will be cleaned and sanitised. Towels will not be replaced but more can be given on request.
13. All payments must be paid in advance by bank transfer or cash on arrival. Cash to be counted out by guests with owners at social distance and placed in envelope and left for 72 hours by owners.
14. Following government guidelines guests will be asked to strip bed linen and leave on the bathroom and leave on bathroom floor with towels.
15. Between guest bookings all bed linens pillows and mattresses will be sprayed with anti-viral disinfectant or if timings allow they will be bagged up for 72 hours before being re-used. All hard surfaces and all touch points will be disinfected along with guest's information packs. Carpets will be hoovered and bathroom floors will be disinfected.

16. Should you show symptoms of COVID-19 whilst staying at Woodburn Lodge immediately self isolate and request a test. If you have COVID-19 you will be asked to return home straight away. If you cannot do so due to the illness or not able to arrange transport your circumstances will be discussed with an appropriate health care official and if necessary the local authority. If you are required to self isolate at the B & B please be aware that any costs incurred due to an increased stay and also the required cancellation of future guests will be your responsibility. We advise that guests take out adequate travel insurance that covers COVID-19 to cover these costs.
17. If the B and B has a suspect case of COVID-19 before your stay and we are required to close we will advise you as soon as possible and also try to help you find accommodation close by and all deposits refunded immediately.
18. If there has been a suspected case of COVID-19 at the B & B the room will be thoroughly cleaned and disinfected. All soft furnishings pillows and mattresses will be steam cleaned. Laundry will be hot washed. The room will be left unoccupied for 72 hours from suspected outbreak. The B & B will close and the owners will self isolate under the government guidelines.
19. For your own safety , ours and the local community we ask that you follow the following
20. guidelines:
  - a. Wear a facemask on public transport. Indoors and in any other location recommended by the current Government guidelines.
  - b. Keep socially distanced from other people at the guideline distance.
  - c. Wash your hands regularly for at least 20 seconds or use hand sanitiser throughout the day.
  - d. Catch your cough or sneeze into a tissue, bin it and wash your hands.
  - e. Avoid touching your eyes, mouth or nose especially with unwashed hands.
  - f. Stay at home if you feel unwell or if you have COVID-19.

These are very strange and difficult times for everyone and we are very sorry that we cannot welcome you to our home in the normal way that we have always done. We hope that by implementing these measures you can still enjoy your time here safely. We thank you for choosing to stay with us and look forward to meeting you socially distanced.

Thank you for choosing our Bed and Breakfast.

SUSAN AND DAVID BATE  
WOODBURN LODGE BED AND BREAKFAST  
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