

The comfort, enjoyment and confidence of our guests is most important to us. That is why we are continuing to take extra care to ensure a safe experience and peace of mind for all after the recent outbreak of Coronavirus.

Following the latest government guidelines, we have implemented precautionary measures to protect the safety and welfare of guests, staff, and the local community.

**Please could all guests wear a face mask when moving through the common areas.**

A self-check-in system via our key safe is available upon request.

A contactless payment system is also set up so that if you have any outstanding balance this can be done via an email the night before your departure. (The option to use the card machine or cash is still available).

### **Highfield Farm detailed cleaning information**

All our cleaning is done to the highest possible standard. Our housekeepers work in accordance with a workplace risk assessment based on the latest government advice.

Our housekeepers, who already ensure Highfield Farm is spotless from top to bottom, have implemented new Covid-related cleaning measures, they will be wearing PPE whilst cleaning the B&B.

All hard surfaces are cleaned and disinfected using specialist, recommended products.

Special attention is paid to surfaces which are most regularly used including high-touch cleaning points such as door handles, bathroom taps, toiletries, TV controls, light switches, cupboard and drawer handles, safe key pad and the room kettles.

Bed linen, including mattress covers and pillow protectors are laundered on a hot wash. Cushions and throws have been removed from the bedrooms but are available upon request.

Hand sanitisers are available in the public areas and entrances to the building. Each room is provided with antibacterial hand wash and antibacterial wipes should any guests wish to use them. New toilet rolls are stored in individual plastic bags and half used toilet rolls will be disposed of.

Public areas are disinfected on a regular basis. We ask that guests adhere to government advice on social distancing in public areas.

Breakfast is to pre-order the night before. Breakfast hampers to take away are available, guests who would like to sit in the dining room will be seated with social distancing in place and asked to use hand sanitiser before entering the dining room.

Staff serving and cooking breakfast will be wearing the appropriate PPE.

The rooms will be well ventilated during cleaning.

### **Extenuating circumstances for cancellations due to COVID-19**

We fully understand how difficult it is for guests to make decisions about stays at the moment because of the uncertainty of the current situation so we have adapted our cancellation policy to protect you from unforeseen circumstances that may arise due to COVID-19.

If you need to cancel your booking because of changes to lockdown requirements etc, we would be happy to transfer your booking to new dates that are convenient to you. It is possible to request a

date change by contacting [info@highfieldfarm.co.uk](mailto:info@highfieldfarm.co.uk) or using the booking channel you originally booked with. We do understand however that this may not always be possible in which case we will offer you a full refund. Obviously if it were possible for you to take a transfer rather than cancelling it would help us greatly to keep Highfield Farm open for business. For any other cancellations not related to Coronavirus our usual terms and conditions apply.

In the hopefully unlikely circumstance that you need to cancel or rearrange your booking, please contact us and we will do our best to accommodate you.

### **If anyone in your party develops Covid-19 Symptoms**

The recommendation from Tourism Alliance is that if a guest develops any symptoms they should immediately self-isolate to minimise any risk of transmission and request a test locally (if the stay is long enough). They should also inform the accommodation provider (Tel: 01377 270607) of the situation. If they are confirmed to have Covid-19 they should return home by private transport (if they are well enough to drive).

For further advice about testing and symptoms please visit:

[www.nhs.uk/ask-for-a-coronavirus-test](http://www.nhs.uk/ask-for-a-coronavirus-test)

You can also check your symptoms with 111's online symptom checker by following this link: <https://111.nhs.uk/covid>

The local council website is:

[www.eastriding.gov.uk](http://www.eastriding.gov.uk)

Finally, on a positive note, thank you so much for choosing Highfield Farm for your visit!

We hope you have a wonderful and happy stay.