

Rosemundy House Hotel

Covid 19 Policy

Due to Covid 19 we have taken steps to help protect the safety of our guests and staff. Certain services & amenities may be reduced or unavailable as a result.

The safety, health and wellbeing of all our visitors and staff has always been a high priority to us however due to the recent pandemic we have made some changes but can still ensure a first class, relaxing and comfortable stay with us.

We have introduced

- 1 Regularly cleaning to high risk zones such as touch points, reception, grounds, pool, and public areas. Using products with the correct EPA criteria (EN1276) for the use against Sars-CoV-2, the virus that causes Covid 19. Safety sneeze screens at reception and the bar counters.
- 2 Social distancing measures & signs throughout the hotel, decommissioning some bedrooms to allow guests to avoid oncoming guests when walking along corridors. Give way systems on stairs. Removed 30% of our tables in the restaurant to allow plenty of space.
- 3 Single use paper menus and allocated same household tables. Meals will be plated in the kitchen by chefs in full PPE. Served at your table by staff in PPE.
- 4 Individually wrapped condiments & sauces will be offered on request and put on plated food. Cutlery will also be brought out with the meals.
- 5 Later check in and earlier check out to allow the housekeeping team to deep clean the rooms prior to arrival.
- 6 Laminated important hotel information will be on display for you to take a photograph of for personal use.
- 7 Minimum safe distance from the reception / bar staff indicated with tape / signs along with a directional flow when ordering from the bar.
- 8 Restricting customers in the bar area once ordering and collecting their drinks. Advising that empty glasses will be collected from tables and discourage guests to returning empty glasses to the bar.
- 9 Automatic hand sanitizer dispensers in public areas.
- 10 Yellow medical used PPE bin.
- 11 Reduced occupancy

As per the Government recommendations we are asking all guests to either charge any extra's to their room accounts so they can settle at the end of their stay at reception by card or to pay by card when purchasing items.

We have removed

- 1 Magazine and other reading materials will not be available in rooms or public areas, but we will happily supply to guests on request for their personal use only.
- 2 The breakfast and evening buffet domes along with any silver service options.
- 3 Evening entertainment
- 4 Paying cash

First aid

First aiders will try to assist at a **safe distance** from the casualty and **minimise their time** in a shared breathing zone. We will offer support and advice where possible.

Please notify us if any guests or staff who show symptoms, they will be asked to return home immediately to self-isolate. Any guests or staff who are informed by tract and trace that they have been exposed to the virus will be asked to return home immediately to self-isolate.

Looking forward with confidence

To help reassure our guest in this time of uncertainty we are offering free cancellation should the Government guidelines change, and you are no longer able to travel.

If you have a booking with us and are feeling unwell or need to self-isolate then we will happily rearrange your stay for a future date regardless of any cancellation policy or terms that you have booked under.

We look forward to welcoming you to Cornwall.