

Coronavirus (Covid 19) Guidance & Risk Assessment

Dear Guests, welcome to Ambassador Lodge. In order to comply with the Governments COVID-19 Guidance, we have developed a risk assessment and guidance as outlined below. We hope this offers some reassurance for your stay at Ambassador Lodge. Please note this may be subject to change – in accordance with future Government directives.

- Any guests who believe they have symptoms of the Covid-19 virus prior to arrival should contact us with a view to cancelling or amending their reservation, and follow the UK Government Guidance, ie must not travel.
- Any guests who believe they have developed symptoms of the Covid 19 virus following their arrival at Ambassador Lodge should inform us immediately, in order to safely vacate the premises and follow the Government Guidance to self isolate.
Should this situation arise we will inform remaining guests immediately and implement the Government Guidance at that time.

Arrivals/Check-In

- Our normal check in time is now 4-6pm, with later times by agreement only. Earlier check in may be possible but please contact us first. On arrival please call us on 07738 244783 and we will meet you. If you prefer we can leave your key in the keysafe and text or email you the code. We must maintain social distancing at all times so please bear with us.
- Shared access spaces such as staircases and landings are narrow – please check thoroughfares are clear as much as possible.

Breakfast

- We have modified our breakfast room & breakfast times to limit occupancy at any one time. Breakfast will be provided at an agreed time, and probably in two sittings depending on the number of guests. We can offer a grab and go breakfast, or room service if preferred. The buffet table will not be available, but guests may choose cold options from a single use menu. All cereals will be individually portioned, and juice/fruit/sauces etc will be served to your table. Tables may not be laid up, with condiments etc brought to you. All items will be sanitised after each use.

Hygiene

- We are providing anti-bacterial hand sanitisers outside the front door, and throughout the property. We encourage guests to use these as often as necessary, and continue to wash hands regularly with our anti-bacterial hand wash.
- Common surfaces such as door handles, stair rails etc will be sanitised on a regular basis.

Cleaning/Room Services

- We continue to maintain our high standard of cleaning in bedrooms and bathrooms. Our sheets are professionally laundered, and other bedding/towels will be laundered in house with antibacterial additives at 60 degrees. Shower gels and hand wash bottles will be sanitised after each guest. Soft furnishings will be minimised and refreshed prior to each new arrival.
- Please note room housekeeping service will be limited to refreshing hospitality trays and bin emptying. We provide labels to hang on the door if this is required.
- We will provide a plastic bag for towels and request all used towels are placed in the bag and left in the shower at the end of your stay. If you require a towel change (after three days normally) please follow the same procedure.

PPE

- We do not provide PPE for guests but encourage you to wear whatever you feel happy with. Staff will wear gloves and mask where appropriate.
Specific Covid 19 health and safety information will be visible throughout the property to assist guests.

We hope the above information is useful, the measures in place are easy to follow/ not too intrusive and should not detract from your stay at Ambassador Lodge. We welcome any feedback or ideas you may have.