**COVID-19 SAFETY POLICY**

This document sets out the safety procedures that have been implemented at The View on the terrace to ensure the safety of our guests and staff during these uncertain times. The policy details processes for the following:

* Communication prior to arrival
* Arrival
* Check in
* Communal areas
* Your room
* Cleaning
* Breakfast and refreshments
* Check out
* General

The View is a Georgian building refurbished in 2018. Its furnishings, cleanliness and safety are of the highest standard, but these are unusual times and we have revisited and adapted our policies to ensure our guests will continue to have a fabulous and safe stay. The View is situated 10 metres from the beach enjoying clean, non-polluted air and many open spaces. Weymouth boasts a vibrant bar and restaurant community which has, against all odds, reinvented itself in order to remain trading during the pandemic. With restrictions slowly lifting, the town is once again, safely welcoming visitors and guests to the area.

The View has the advantage of offering only three, sea-facing rooms on three different floors ensuring social distancing at all times. We are a husband and wife team employing no staff. The cooking, cleaning and maintenance is carried out by us.

This policy has been developed after carrying out a stringent risk assessment which is also available to guests on request.

**Communication prior to arrival**

We consider communication to be important at all times and have always emailed or messaged guests prior to their stay. We will continue to do this but, as well as including fun things such as restaurant recommendations and places to visit, we will include information with regard to the virus to reassure you that your visit will be safe. This policy will be emailed to each guest prior to arrival.

We request that you do not visit if you or any of your party is showing any symptoms of the virus (e.g. high temperature, persistent dry cough, loss of sense of taste or smell). We have agreed to waive our cancellation policy should a cancellation be as a result of COVID-19. Please consider moving your reservation to a later date rather than cancel – we are open all year except Christmas.

**Arrival**

Whilst we would normally advocate travelling by train (we are only 0.3 miles from the station after all) in these times it is considered safer to travel by car. Car parking has never been an issue at The View and we can direct you to parking on arrival. We ask that you follow all safety procedures during your journey including consistent hand washing and sanitising and appropriate use of PPE.

**Check in**

Our check in time continues to be between 14:00 and 18:00 and you will be contacted prior to your visit to give an estimation of your time of arrival to ensure, as much as possible, your arrival time doesn’t clash with another guests. We ask that you ring the bell on the outer door and use the hand sanitiser fixed to the wall at the side of the inner door. We will open the door to you.

Documentation and payment are completed online with no need for signatures or cash transactions at The View. Your key will be located in your room door and we ask that you leave it there on departure.

It is our usual policy to carry your luggage to your room and we will continue to do so on request ensuring that we follow you at a safe distance and sanitising our hands immediately afterwards. We will direct you to your room and follow at a safe distance. We provide a detailed information pack in each room which is newly printed for each guest and then recycled. We live on site and are available to answer any queries you may have (unless we are frequenting one of our welcoming hostelries of course).

**Communal areas**

Please observe the social distancing rules at all times. We ask that you do not use the cocktail chairs in the dining room or handle the cookery books on the shelves during this period. Our information leaflets will not be on display but will be available on request.

**Your room**

This policy will also be available in your room along with the more pleasurable information we are able to offer you. We have identified all hand contact surfaces and they will be disinfected on a regular basis.

We have sourced an all-in-one disinfectant spray that can be used on all surfaces, including fabrics and is guaranteed to kill 99.9% of all bacteria. The spray will be used on blinds, cushions and decorative runners prior to each guest’s arrival and on departure. All bedding is commercially laundered at a high temperature. The towels and napkins are laundered by us to Government standards and guidance.

Our refreshment tray provides fresh coffee, teabags and sugar, each of which is renewed before the arrival of new guests. We will continue to service your room each day unless requested not to do so. Mugs, glasses and crockery will be replaced each day. Antibacterial handwash will be available in your en-suite. Daily treats will continue to be provided.

**Cleaning**

Cleanliness is one of the things most favourably commented upon at The View (that, our breakfasts and the view of course). For us, a deep clean is not a once a week job, it is a daily one. We will continue to service your room and to refresh your bottled water and milk daily.

Please be assured that each room is deep cleaned to the highest of standards, using accredited cleaning products and equipment prior to the arrival of our guests. Our risk assessment highlights the ‘touch points’ throughout the building including door handles, stair rails, light switches etc and particular attention will be paid to disinfecting these areas on a regular basis.

**Breakfast and refreshments**

We are fortunate to have a large dining room which easily meets the demands of social distancing. We ask that you use the hand sanitiser before entering the dining room. Our renowned breakfast buffet of homemade granola, yoghurt, seasonal fruit and nuts cannot be displayed in the dining room but will continue to be available each morning and delivered from the kitchen. Single use menus will be available, and our beautiful salt and pepper pots and sugar dishes will be washed end replenished for each new service. Homemade jam, marmalade and butter will be delivered to you on request. We will continue to provide a full menu including a daily special.

Current guidelines advise that social distancing should be maintained at a safe 1 metre plus. This allows for your breakfast to be delivered to your table by Bill.

We have an abundance of fabulous eateries, pubs and bars in Weymouth and have always been ready with recommendations. The bars and restaurants have been fabulous during these difficult times and have developed amazing takeaway opportunities. Because we have such high-quality amenities on our doorstep, we have always asked that guests do not eat meals in their rooms. In accordance with the lifting of some restrictions by 4 July, many pubs, bars and restaurants have adapted to allow eating both inside and out.

**Check out**

We will always be on hand to wish you bon voyage and simply ask that you leave your key in the door.

**General health and safety**

Please notify us immediately should you experience any of the common Coronavirus symptoms during your stay (e.g. high temperature, persistent dry cough, loss of the sense of taste or smell). Government advice states that we should ask you to check out, self-isolate at home and seek medical advice should your symptoms worsen.

We ask that you sanitise your hands before entering through the inner door and on entering the dining room.

On hearing the fire alarm, please evacuate as normal, socially distancing from other guests where possible.

All deliveries are left on our front patio or in our porch and are sanitised on arrival.

Should we identify Coronavirus on site or if one of us tests positive or needs to self-isolate, we may need to cancel bookings at short notice. Our cancellation policy will be waived should a cancellation (by a guest or us) be due to COVID-19.

We ask that you remain alert and maintain social distancing whilst enjoying the delights of Weymouth.

Our aim has always been to provide a 5-star break in a fabulous bed and breakfast in an amazing part of our country. Please rest assured – nothing has changed. If you have any concerns, please do not hesitate to contact us:

01305 780928

[stay@theviewontheterrace.co.uk](mailto:stay@theviewontheterrace.co.uk)

This policy is a working document and is subject to change. We will continue to heed new guidance and health and safety measures and review and amend this document accordingly.