



## **COVID-19 Safety at Newton House, Knaresborough**

### **What if we feel uncomfortable entering your B&B?**

Newton House has three rooms with direct access from the courtyard car park, and nine rooms in the main building. The main building has its own entrance accessed through the conservatory at the back. Denise lives in the house next door which has its own separate entrance.

We like to think of Newton House as an independent 'home from home' and our priority is to ensure you feel comfortable and relaxed during your stay. Once you've checked in, and got your room key, you're free to come and go as you please.

### **Where can I park?**

There is limited parking in our courtyard car park. There is on-street parking nearby, or York Place Car Park, just three minutes walk away, which charges just £1.60 for 24 hours.

### **What social distancing measures are you putting in place?**

We are very lucky, as with just 12 bedrooms you're not going to bump into large groups of people, and you will not have to wait around at a busy reception. We will be asking you to advise us by text message of your arrival time so that we will be around to welcome you personally, and so that we can spread arrival times. We also have a self-check in system where you can notify us by text of your arrival, we will give you the code to our keysafe and you can let yourselves in. Your sanitised room key will be on the desk in the hall. If you are staying in one of our outside rooms (Rms 10 or 11) we can leave the entrance doors to these rooms open with the sanitised room key inside. Guests will be directed to the new COVID-19 Safety page on our website.

We have a good-sized breakfast room which comfortably takes 8 tables. However, initially, we plan to set breakfast times for each room, and use only 5 tables spaciouly set out. This may change in the future depending on government guidelines.

### **Cleaning, hygiene and rooms**

Recently, we've put a few extra things in place, for your safety. We have an automatic hand sanitiser dispenser outside by the entrance door so you will be able to sanitise your hands prior to entering the main building. We have hand sanitiser available at strategic points around the building: in the entrance hall; on the check in desk; in the dining room; in the kitchen; and on the first floor landing. We ask that you wash your hands once safely in your room, and prior to leaving your room.

Along with one of her key members of staff, Denise has nearly 20 years experience of running a guest house, and Newton House is proud of its track record of housekeeping and

cleanliness. Following government guidelines, your room will be deep cleaned, and sanitised using an electric Fogging machine. All bedding and towels are professionally washed off site by a professional laundry company.

During short breaks of 4 nights or less we won't be servicing or entering your room, unless we need to for maintenance. This is to protect both our guests and our housekeeping staff, and because we believe our guests like to be left alone to relax.

If you need anything such as hot drink supplies, extra towels or a bin changing we will ask you to request them using our text service, or at breakfast time, and we will leave them outside your room. We ask you to place dirty towels in the laundry bag in the hall, and to put rubbish in the black bin bag provided. *(Disinfectant wipes will be available for use during your stay.)* TV remotes will be UV sanitised and be placed in clear protective sanitised bags.

High touch areas will be regularly sanitised during the day.

### **What about breakfast? Are you offering room-service?**

You can still enjoy our award-winning 'Best Yorkshire Breakfast' but the breakfast plan *(depending on government guidelines)* is you'll receive a breakfast menu in your room on arrival and we'll discuss your breakfast choice and your preferred breakfast time *(we need to stagger breakfast times to ensure a safe distance between our tables)*. Once you have looked at the menu, please text your order to Denise *(we are developing an order form)*.

The breakfast buffet will no longer be available, but we will ask you to pre-order your starter and hot option the night before. The menu will be available in your room and we will be taking orders, initially, by text message or verbally *(we are hoping to develop an order form)*.

The following morning when you come down to breakfast your table will be ready for you and your waitress will welcome you. Once you've enjoyed your choice of cereals, fruit juice, fruit compotes and yoghurt etc we'll bring your cooked breakfast to your table. We'll also bring fresh toast, tea and coffee as and when you need a refill.

We will not be operating 'room-service' unless it is 'Breakfast-in-a Bag' as we believe our guests prefer to eat at a table, rather than on their beds.

### **Checking out?**

The credit/debit card you used to guarantee your booking will be charged during your stay. We will email you our invoice/receipt after you have checked out. On checking out please leave your room key on the desk in the hall. If you are in an outside room you can leave your room key in the room, but please text Denise to let her know you have left. It would be helpful if you could leave a window open.

### **What to do if you are feeling unwell**

Finally, if you are feeling unwell please don't travel. Newton House, Knaresborough, Harrogate, York, Herriot Country and the spectacular Yorkshire Dales National Park will still be here when you are feeling better.

If you feel unwell during your stay with COVID-19 symptoms please stay in your room and notify staff by phone. Follow government guidance and return home if possible.



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