

Covid-19 Procedures at Pencubitt House

(updated 24th September 2020)

Dear Guests, to comply with the Government's Covid-19 Guidance, we outline the below procedures and best practices and hope this provides some peace of mind for your stay with us. ***Please Note:** Subject to the latest UK Government guidelines we will be constantly reviewing our processes and precautions. This guide will be updated on our website, when required, to give you the very latest information.

Pre-Arrival & Check-In

Prior to your arrival at Pencubitt, we politely request that if you are displaying any symptoms of Covid-19 that you call us to postpone your stay. These include: a high temperature, a new and persistent cough and loss of taste and smell. Any guests displaying Covid-19 symptoms upon arrival will be temperature checked and if this shows you are running a high temperature you will unfortunately be asked to leave the premises.

During Covid-19 you will be sent a pre-registration form that we require you to complete in full within 48hrs prior to your arrival. These details will be securely kept on file for 21 days as required by the UK Government. Our check-in time remains between 4pm to 6pm. Please understand that we cannot offer any earlier check in times before 4pm.

Prior to entering the house please ensure that you are wearing a face mask/covering which must now be worn in all communal areas of the house, at all times, except when seated at a table in the dining room or on a sofa in the lounge or when in your room.

Please can we ask you to use the hand sanitiser dispenser available at the front door porch entrance before entering the house (on arrival and throughout your stay).

Upon arrival we will greet you, and go through our normal check in procedures which will also cover Covid-19.

Room keys/fobs will be sanitised before handing to the next guest checking in.

Hand sanitiser dispensers are also conveniently located outside the dining room, at the foot of the main stairs and on the 1st and 2nd floor landing areas. Please use these on a regular basis whilst moving through the house and entering/leaving the dining room.

If you believe you may have developed Covid-19 symptoms following your arrival at Pencubitt House, you should inform us immediately, you should remain isolated in your room and we will work together to follow the latest UK Government Guidelines for self-isolation outside of your home along with the latest test and trace guidelines. **(This paragraph will be updated as we obtain further guidance from the Government).**

New Government Law: from the 24th September our bar and therefore lounge area will be closed at 10pm.

Communal Areas (including Lounge and Bar area)

Common/shared surfaces such as door handles, and stair hand-rails will be regularly cleaned and sanitised throughout the day.

When walking through the house (especially the guest room corridors) we will ask that you please use your discretion and consideration to yourself and other guests by keeping to the required social distance measures, according to current UK Government guidelines.

Our Lounge Area – for those guests who have not stayed with us before we have a number of two seater sofas to sit and relax in. We are not able to reconfigure these within the layout of the lounge so we please ask you to use your discretion when using the sofas in regards to social distancing for the comfort of yourself and our other guests.

Our Bar Area – we have a small bar area at one end of the lounge and during this time the bar area will only be available for ordering and collecting drinks. Please ring the bar bell, we will come and take your order, and ask you to go back to your table/sofa area whilst we prepare your drinks. Unfortunately during this time we have to ask that you do not stand or sit at the bar.

Please understand and respect that we cannot accommodate non-residents in the main house, including the communal areas, the dining room, guest rooms or our grounds.

Unfortunately, we are not able to display visitor leaflets during this pandemic – we were supplied some leaflets for 2020 just before the country had to go into isolation so should you require a leaflet for a specific attraction, please let us know and if we are able to provide that leaflet we will do so. Please dispose of it in your bin once used.

Guest Rooms - Housekeeping

Every guest bedroom and en-suite will be fully sanitised before each new stay to ensure no contamination occurs prior to your arrival.

Room housekeeping is limited only to the refreshing of hospitality trays and bin emptying (to minimise the risk to our team). If you would prefer for housekeeping NOT to enter your room, please let us know at time of check in or during breakfast.

Bed linen, towels and robes are always washed to a high professional standard.

All our bottled toiletries will be sanitised for your use.

Soft furnishings such as cushions and throws will be kept to a minimum and shall be refreshed/sanitised prior to each new arrival.

Our housekeeping team will always wear a face mask and disposable gloves when entering all guest rooms.

Dining Room – Breakfast & Dinner

When entering and leaving the dining room for breakfast and dinner please use the hand sanitiser from our dispenser by the entrance door.

At present breakfast buffets are not permitted in accordance with government guidelines, however we will continue to monitor this situation.

Therefore we will be offering table service for our cold and hot choice breakfast menu. To maintain social distancing, we will need to agree dining times. We will operate these slots on a first come first served basis.

Our approach to our evening dining remains as normal. Please pre-order with agreed dining time. Please refer to our menu on our website for further details on making a reservation and menu choices. If you require dinner on the evening of your arrival, please call in advance to ensure we have a time slot available and if so we will require your menu choices confirmation at least 48hrs before arrival. If we have a full house, we may not be able to offer our evening dining to all rooms, so please do contact us in advance to make your reservations to avoid disappointment during your stay.

We respectfully ask that guests adhere to all pre-agreed breakfast and evening dining times to ensure guest safety.

Check-out (up to 10.30am – agreed timeslots only during this pandemic)

Please vacate your room by 10:30am latest. To check out, please ring the bell at reception and we will present you with your bill in exchange for your room key. Payment for any extras will be charged to you at check out or if you prefer, the night before your departure, we can charge your card held on file, provided at the time of your booking. We can then email your final invoice. Note that we will only be accepting debit and credit cards for the foreseeable future, to avoid the handling of cash. Payment by Apple Pay/Google Pay/Samsung Pay are also available.

Back of House Procedures

Hand sanitising stations are located at “back of house” for us to use on a regular basis, during service and throughout the day.

We are always keeping up to date with any changes to Government guidelines, this document is subject to change to ensure your safety.

We wish you a lovely stay with us and hope that you really enjoy your time in Cornwall and your stay at Pencubitt House. We thank you for your patience and understanding of these guidelines during this very unprecedented time in our lives. Please stay safe and well at all times.

Patrick & Julie