

To ensure your safety while staying at Birchover

Birchover's guests frequently comment on our high standard of cleanliness. We want you to be reassured that the safety of both our guests and ourselves, especially during this pandemic, is of paramount importance to us. We will be doing everything we can to ensure we minimise any risk of the virus being contracted whilst you are staying at our premises. We therefore ask you to read this notice carefully prior to arrival, to ensure you are aware of your role in the framework we have put in place to protect yourselves, us and other guests.

This framework is pertinent to the current Covid-19 crisis and will be constantly reviewed to ensure compliance with government policy and industry good practice.

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Please ensure that your booking complies with our government's travel restrictions and guidelines. If you are unable to stay with us because you have been advised to self-isolate, please contact us immediately so that we can change your booking or offer a refund. Similarly please inform us if you have been diagnosed with Covid-19 within 7 days of departing our accommodation. Payment will have been made prior to arrival and, if requested, an invoice will be emailed on day of departure.

Check-in is between 16:00 and 18:00. Check-out is between 08:00 and 10:00. Guest arrival and departure times are set to ensure rooms are aired for a minimum of 72\* hours between guests to limit the potential presence of the virus on surfaces, and to allow time for intensive cleaning of rooms using appropriate products\*\*. We have increased the cleaning frequency of our common areas and identified "touch points". We will use different clothing when handling used and fresh bed linen, which will be washed in-house according to guidelines.

Our risk register overview and our framework are available on our website:  
<https://birchover-dartmouth.co.uk>

We will wear masks or visors in all common areas and ask that our guests do the same. We ask our guests to maintain a social distance and we stipulate that our guests disinfect their hands on entering and leaving the premises. Gel sanitiser dispensers are located in the downstairs lobby and outside the breakfast room.

We provide a complimentary, continental style breakfast. We have no employees and all food is prepared on-site. Guests should complete their breakfast order by 18:00 the previous day. Guests in our Double en-suite room (room A) will receive a trolley breakfast at a time of their choice between 08:00 and 09:30. Guests in our King size room (room C) and our Twin room (room B) will have allocated tables in our breakfast room where they will have their own breakfast area. Guests must disinfect their hands before entering or leaving the breakfast room and vacate it by 09:30 to allow for intensive cleaning.

Our terraces and smoking area will remain open and we ask you to maintain a social distance. During your stay throughout this period of higher risk, we will only enter your room to briefly vacuum, replenish complimentary items, to empty your bins and provide clean towels (if towels have been placed in the shower area). We will not service the shower and toilet areas, clean surfaces or make beds.

We are available 24 hours a day. We live on-site and in an emergency you can contact us on 07907481254. If you or anyone of your party are showing symptoms of the Coronavirus (repetitive cough, fever, unusual tiredness, sore throat, difficulty breathing) please notify us and make arrangements to return home immediately. We will refund the balance of your stay.

Guests who fail to comply with our policies or government guidelines will be asked to leave immediately, with no refund.

**Emergency Contacts:**

Medical Emergency – 999  
Covid 19 Emergency - 111  
Torbay hospital – 01803 614567  
Lloyds Pharmacy, 31 Victoria Road 01803 832474  
Doctor - Dartmouth Medical Practice 01803 832212

Despite these necessary rules and restrictions, we want to assure you that we will offer you our best service and do everything we can to make your stay enjoyable.

We thank you for your understanding and cooperation.

*\*Subject to Government guidelines*

*\*\*Using anti-viral and anti-bacterial products and steam-cleaning equipment*

