

The Somerville Covid-19 Policy

We are very pleased to be welcoming you back to The Somerville.

Naturally, we have had to make several adjustments to our policies and procedures to make sure we follow government guidelines about safety in the light of Covid-19. However, we have tried to introduce these changes unobtrusively. Our overall goal of helping our guests feel well looked after will remain at the top of our agenda.

BEFORE CHECK-IN

When you book with us, we will ask you for an approximate check-in time to avoid guests checking-in at the same time.

(If more than one room's guests arrive at the same time we will ask whoever has arrived second to wait in the garden terrace or in their car until the reception area is clear.)

We ask guests to phone us prior to check-in with full payment to avoid unnecessary touching of the credit card machine.

We have set up an automated check-in-via-email system that is sent to guests 48 hours before arrival, so no paperwork is necessary on arrival.

Of course, it goes without saying that if guests feel symptoms of a fever before their arrival, we are more than willing to cancel the booking up to 48 hours before arrival. In these circumstances guests can re-book for a new date up to a year later (availability permitting), at no extra cost.

ON YOUR ARRIVAL

We have excellent parking for all our guests. Please try and arrive at the estimated time of arrival you have given. If you are delayed please telephone us to let us know.

On arrival we will be there to welcome you. Please adhere to the two metres social distancing.

Please use the hand sanitiser at the front door every time you enter the building. There will also be antibacterial wipes for the door code to enter the building.

We will direct you to your room. If assistance is required with luggage, we wear gloves and leave the luggage outside the room. All key fobs are sanitized for every guest before arrival.

We are on hand to assist you with advice on restaurant bookings and tourist information as our public area containing local leaflets and guides is now closed off.

SHOULD YOU FALL ILL WITH COVID-19 WHILE STAYING AT THE SOMERVILLE

The official government policy, should you fall ill with Covid-19 while staying with us, is as follows. Of course, we will support guests in these circumstances, as appropriate.

"If a guest is displaying signs of the Covid-19 virus while staying in overnight accommodation for a permitted reason, they should inform the accommodation provider, immediately self-isolate where they are to minimise any risk of transmission, and request a test. If they are confirmed to have Covid-19, they should return home if they reasonably can. They should use private transport but only drive themselves if they can do so safely. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority. Guests should follow government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection. Once the guest has returned to their main residence, they should continue to follow the government guidance on self-isolation, household isolation and social distancing. If the guest cannot return home, the guest will be expected to pay all costs."

BEDROOMS/SUITES

We have supplied 70% alcohol hand sanitisers for each room. Please use these every time you enter or leave the room and if you are coming down for breakfast.

The normal room information folder has been removed and replaced with a welcoming letter containing all the information you need.

We have removed scatter cushions from the beds and all our Egyptian cotton bed linen is professionally laundered at high temperatures for your safety.

During your stay we will ask you at breakfast every morning whether you would like your room serviced. We would like to maintain our 5 star service. However, we will only service your room on request and after you have left the room for the day. (We would be grateful if you leave the window open.)

All your glasses and chinaware will be washed using our commercial machine at high temperatures.

Our White Company complimentary products have been removed from the room. Please ask if you require shampoo, conditioner or shower gel.

The coffee and tea tray will be minimised for your safety, but if you have a preference of tea we can supply it for you.

The remote control for the TV in the rooms has been cling-filmed for hygiene purposes after we have sanitised it.

We have implemented a one way system to avoid close contact in corridors etc. Guests in Rooms 9, 10 and 12 are asked to turn right on exit from their room, which takes them to the fire exit and on to the upstairs terrace and down into the car park.

CLEANING

We already hold a Five Star Food Hygiene rating from Environmental Health so you can be confident about cleanliness and food handling at The Somerville.

Corridors, the staircase and lounge area are being cleaned regularly with the appropriate disinfectant.

A new pair of nitrile gloves is worn for cleaning each room, and we only use fresh cleaning cloths.

All doorknobs and handles are sanitised regularly, as well as the antibacterial wipes at the front door to be used by the guests on entering the building.

Our public toilet on the ground floor is closed until further notice.

BREAKFAST

We have had to remove our amazing breakfast buffet due to present circumstances but hope to bring back in the future if, as and when government guidelines permit.

The produce normally included in the buffet will be available on a starter menu. Our hot menu will be as per normal for our guests. Social distancing to be adhered to.

We are utilising only four of our eight tables and a designated time slot will be allocated on check in.

Breakfast is also being offered outside on our terrace - please request this in advance.

We are also offering a continental breakfast in guest rooms, served on a butler's tray, for those that would prefer to stay in their room. We require notice the night before, along with the time you would like it left outside your room. (If you do not require your room serviced, please leave the tray outside the room for us to remove when you have finished breakfast.)

Any condiments you request will be served in small pots and disposed of after use.

Again, all crockery is washed via a commercial dishwasher with water temperature between 65-70c to ensure it is sanitised rather than just washed.

DEPARTURE

Please leave your key on top of the reception desk for the key fob to be sanitised.

Payment will already be taken before check-in so there is no need to use the credit card machine.

In the case of there being two check-outs at the same time, please wait in the lounge area until space is available.

YOUR STAY

Finally, we want to emphasise that we are aiming for your stay with us to be as relaxing as possible. We certainly don't want you to feel you are in a sterile environment. We hope that these policies and procedures combined with a basic adherence to social distancing will mean we can all be safe. That does not stop us enjoying each other's company and chatting - from a safe distance!

Naturally, we will update our policies and procedures in line with government guidance if, as and when there are any changes.

If we can be of any further help or if you have any questions please do not hesitate to contact us.

Peter and Helen.