

Chelsea House Safe Stay Commitment

To ensure a safe stay we have had to make a few changes to how we do things.

Communication:

- An updated Risk Assessment has been complete and is available.
- Guests will receive a pre-arrival email 5-7 days before stay date providing information on important points we need to know about in advance of your stay.
- Guests will be given links to websites with Attractions and Eateries so they can consider what they would like to do and eat. It is recommended to book ahead, avoiding disappointment.
- All guests will be called prior to arrival to ensure we have all the information we need and any other questions can be answered.

Social Distancing:

- We will have agreed and staggered arrival times for check in.
- We have re-arranged our Breakfast Room and Garden Room to accommodate social distancing.
- We are pre-booking breakfast times to maintain social distancing, plus offering an option of in room breakfast.
- On the stairs and landings we ask guests to be mindful of others and when you notice others on the stairs or in the hallway, then please hold back in your room until the other guests move on. You may wish to consider wearing a face covering.
- Our Housekeeping team will start later to allow all guests to vacate their rooms before they commence housekeeping at 10am.

Housekeeping:

- Our cleaning standards are high and have been enhanced to include a new-risk based approach. Staff have been updated and trained.
- Hand sanitiser has been placed at the Front Door, in the Garden Room, outside the Breakfast Room and on the first floor landing.

- Antibacterial hand wash has been placed in all en-suites.
- A light touch daily housekeeping service will be provided unless you tell us that you do not want your room serviced. This includes removing rubbish and dirty crockery from your room, we will replenish the hospitality tray and any towels as needed.
- All crockery goes through our commercial dishwasher.
- Additional bins have been provided on the ground floor and first floor landing.
- For longer stays of 4 nights we will do a full change of bed linen and towels and clean and sanitise the room in full.
- Housekeeping team will wear the required PPE.
- Our laundry is done via 3rd party and all linen and towels are washed at 170 degrees.

Arriving at Chelsea House:

- You will have received a pre-arrival email and agreed with us your arrival time.
- We will be there to welcome you.
- A hand sanitiser station is beside the door bell, and more are located throughout.
- Your sanitised room key will be in an envelope.
- We will direct you to your room so you can make your own way there.
- Your room information will be available in a digital format.
- Payment will be taken via our booking system on day of arrival.
- We will remain socially distanced and ask guests to do so too.

Breakfast

Breakfast is a big part of the Chelsea House experience and we want to ensure it stays that way even although we have had to make some changes here too.

- Our buffet breakfast won't be available at the breakfast bar, however it will be prepared for you. Fresh fruit, homemade granola will be available on the menu.
- Breakfast options include an In-Room breakfast consisting of the 'Chelsea House Continental', or breakfast in the Breakfast or Garden Room. Menus for all options will be sent to guests prior to arrival.

- The In-Room continental breakfast will be brought to your room, where we will knock on the door at the agreed time, place your tray on a stand and ask you to take the tray into your room. Your empty tray will be collected by Housekeeping.
- Breakfast in Breakfast or Garden Room will be served on a tray to an empty table where you can collect your breakfast.
- Menus will be printed and given to you to pre-order breakfast for the next day along with a time.
- Tables will be sanitised between guests.

Garden Room and Honesty Bar

- The Garden Room will be used to serve breakfast.
- The Honesty Bar has been removed but guests are able to order refreshments these will be placed in room fridge – menu available.
- The Garden Room will be closed after Breakfast Service.

Eating Out

- In our pre-arrival email links are given to the Falmouth Town website where all cafes, restaurants and eateries can be accessed. Also some favourite foodie places linked as well as recommended frequently by our guests.
- We do encourage you to book early to avoid disappointment.
- There are many take away options available too, and if restaurant bookings are difficult we will ensure cutlery available in the Breakfast Room for you to eat your takeaway.

Guest and Staff Health

It is essential that you do not travel if you are experiencing symptoms of Covid 19 (fever, cough, loss of taste and smell).

- In the pre-arrival email we will ask you to contact us if you are worried about symptoms ahead of your stay and we will move your booking to a future date.
- If you develop symptoms during your stay, we ask that you immediately head home to self-isolate and seek a test.



- Temperatures of staff and ourselves will be check on a daily basis. Staff will be sent home to self-isolate if they have any signs of symptoms.
- We ask you to download and use the track and trace app when it fully operational.

Thank you for your understanding and we hope our Safe Stay Commitment helps to ensure you have a wonderful holiday.

In summary we are following government guidance and best practice from key tourism bodies and specialists to help inform our Safe Stay Commitment.

We will review this weekly and make changes as necessary based on updated information and policy.

See you soon.

Sharon & Nigel
Chelsea House