

## **Covid-19 Policy**

We are committed to following the government's guidance for operating a COVID-19 Secure business and have a Covid-19 Risk Assessment Policy in place. We are carrying out enhanced cleaning/disinfecting with Covid-19 approved products and will do all we can to ensure you have a safe stay. We request that if guests are feeling unwell before their journey or have knowingly been in close contact with someone who is positive that they take a Lateral Flow Test before they leave home, and that they bring a test with them.

We no longer request guests to wear masks in the public areas or on arrival, it is purely guest's individual choice. If guests start to feel unwell when they are here, we asked them to take a Lateral Flow Tests and wear a mask, they may be requested to return home early.

Hand sanitizers can be found in the porch and dining room. A first aid kit is available with masks and gloves if anyone comes down with symptoms whilst here. We do ask that guests bring their own masks if possible, and lateral flow tests if required, we do not have Lateral Flow tests available for guests.

Our normal booking procedure as stated on the website is in place but incase of any future issues due to Covid the following will apply.

If we are closed again by the Government or feel it is unsafe to be open, we will give a full refund.

If guests need to cancel within the two weeks due to contracting Covid-19, and if the rooms cannot be refilled, guests will be given the option to carry the payment over to a new booking within 12 months of the original start date of their booking, any difference in price due to price increases or seasonal pricing may mean there is more to pay for the next booking. We are afraid if they cancel again, they will lose their booking and receive no refund.

Lynwood House is a small family run b&b; we can accommodate a maximum of nine guests but for everyone's safety we are offering our studio on a self-contained basis only meaning there will only be a maximum of six guests in the house at one time. Our large dining room table which could seat up to 10 people

has been extended even further, so that our six guests have plenty of space while eating breakfast.

We are happy for guests to use the dining room in the evenings instead of eating in their rooms if they would like to bring a takeaway back. We only ask that guests are finished by 8.45pm so that the dining room can be cleaned down and the table laid up for breakfast for the following day.

If you have any questions about staying in the coming months, please feel free to get in touch.