

# Ingleby House

## Covid-19 Guidelines

Covid-19 is with us and therefore our number one priority is protecting you. As part of our due diligence, we are following the guidance and support as outlined by the Government (<https://www.gov.uk/coronavirus>) and best practices as outlined by The Professional Association Of Self Caterers (<https://www.pascuk.co.uk>).

In addition to the above, we have gone further by allowing 72 hours between guest check out and servicing the apartment. Therefore, the time lapse of any changeover between guests is at least 4 days giving you additional assurance that your safety is our priority.

### **Other precautions we have taken:**

- All payment methods are in advance in order to reduce contact.
- Any and all literature, magazines, books, including communal DVD's and video's have been removed from the apartments.
- Invested in new bedding and protectors which are all machine washable between guest change over.
- Complimentary hand sanitiser is in the room for each guest.

### **Our Guest Obligations:**

- Do not travel if you are showing symptoms of any kind.
- If you have previously contracted Covid-19 and recovered, that you have received an all clear test result.
- Be respectful to other guests in the communal stairwell.
- Bring your own toiletries including soap, toilet rolls etc.
- Leave the apartment on time at 10.30am.
- Please remove your rubbish at the end of your stay and take to the council facility located in the dock.
- Remove all/any food from the apartment and take home with you.
- Do not invite any other guest into your apartment whilst staying with us.
- Should you or your partner begin to display Covid-19 symptoms or start feeling unwell, you must inform us straight away. You will be required to vacate the accommodation immediately.
- We have your accurate contact details including Full Name, Address, Telephone Number & Email Address for track and trace should this be required.

Before we can accept your reservation we ask that you read and agree to Our Guest Obligations and confirm this by email before sending your deposit. If you are unable to accept Our Guest Obligations, we will be unable to accept your reservation.