



RADNOR  
*house*

## COVID-19 Guest Information

The world is a changed place during the COVID-19 pandemic, but here at Radnor House we are keeping things as normal and relaxed as possible for our guests - whilst putting in place measures to minimise the risk of anyone catching the virus here.

We have successfully applied for the UK-wide [“Good to Go”](#) Industry Standard, which shows that we are following official guidelines on cleanliness and social distancing. We monitor closely and strictly follow all relevant Government guidance for the accommodation sector and food businesses. We are also registered with [Sawday’s Clean and Safe Charter](#).

At the bottom you will find a summary of the measures we’ve put in place. If you have any questions, please do ask.

### **GUEST INFORMATION**

All the information you need for your stay, about Radnor House and the local area, is now provided digitally (by email or on our website).

A printed tourist information brochure is available in your bedroom, and is always replaced at changeovers. If you wish, you can borrow from us plastic covered waterproof Ordnance Survey Explorer maps of the Brecon Beacons (OL12 and OL13).

Guests are encouraged to contact us by text, mobile or email, or by ringing the front door bell, before and during your stay if you need anything.

### **CHECK-IN AND CHECK-OUT**

We will need to collect details of all guests who are staying, and we will assist NHS Test and Trace with requests for that data if needed. We will email you a registration form prior to your arrival. Please note that we will comply fully with GDPR rules when storing and using your data.

We love welcoming our guests – but at the moment we recommend self check-in, which you can do anytime after 4 pm (earlier may be possible by arrangement). Your keys will be in the individual room key box outside the front door. We will email you instructions for accessing the house. Please tell us when you have arrived.

Face-to-face check-in is normally from 4 pm – 7 pm. If you’re planning to arrive after 7 pm, please let us know in advance and we will email you to make arrangements for you to access the house. When you arrive, please stand back outside the porch after ringing the doorbell, to ensure effective social distancing. We will wear perspex visors and maintain two metre social distance throughout check-in. If you wish, we can help take your luggage up to your room, before you go upstairs yourselves.

All guest keys are sanitised between each stay. Please leave the keys in the bedroom door on departure.

On departure, please vacate your room by 10 am. We need to leave the room to air for at least an hour after you've departed before we can start cleaning. And cleaning is taking longer than before! We ask guests, where possible, to strip your beds and open windows to air the bedroom before you leave.

If you are paying by bank transfer, we ask you to pay the balance for your stay before check-in. If you prefer to pay by card, we will take the balance on the day of your arrival via our booking system, using the card details you provided when you booked. If you'd prefer to pay with another card, please let us know before your stay and we'll email you a payment link.

## **OUR B&B BEDROOMS**

We have always had a high standard of cleaning throughout the house. We allow about 1.5 hours to changeover a bedroom between guests! We now follow extra procedures at each changeover, including steam cleaning all soft furnishings, replacing mattress, pillow and duvet protectors, and using eco-friendly sanitising spray (conforming to British Standard EN1276) on all high use touch points such as light switches, handles, TV controls, taps, sinks etc.

All bedrooms are supplied with effective hand sanitiser and eco-friendly sanitising spray, which are replaced at each changeover.

To protect both our guests and ourselves, we won't be refreshing rooms for stays of less than 5 nights. Guests can leave any used items (such as crockery and towels) that you want replaced outside your bedroom. You can text us to request replacements at any time. There is also a checklist for you to fill in if you need more tea, milk etc, which we collect each evening.

If we have to go into a guest bedroom or shared area to fix or explain anything, we will wash our hands before entering the room, ask you to come out first so we can maintain social distancing, and sanitise any touch points as necessary.

## **BREAKFAST**

You will eat breakfast in a designated area separate from guests staying in other rooms. We will wear recommended perspex visors whenever serving you at table.

You can choose your breakfast by filling in your breakfast form, which is available on your designated breakfast table. Please fill it in and leave on your table by 9 pm the previous evening.

Your breakfast table will have its own personal buffet selection, including cereals, milk, yoghurt etc. We will bring toast to your table as requested.

We offer our usual wide range of freshly-prepared cooked breakfasts. You can also now choose a Continental breakfast with cereals, fresh fruit and juices, locally sourced croissants and fresh home-made muffins.

Guests can choose to eat a Continental breakfast in your bedroom. We will leave your breakfast outside your room on a butler's tray at 8 am.

## **SUPPER BOARDS AND TAKEAWAYS**

Guests can pre-order supper boards up to the previous evening, which can be eaten in your designated dining area. You can also eat takeaway meals or your own food there.

Guests in Room 1 may, if you wish, eat these meals in your bedroom or in the private dining area outside your room.

## **SHARED SPACES AND FACILITIES**

Our guest lounge is not open for the use of our guests during the pandemic. For more information on the layout of the house, please read our ["Access and Safety Statement"](#).

## **COVID-19 SYMPTOMS**

### *Before your stay*

In the 14 days before your stay, if you develop COVID-19 symptoms (a new continuous cough, a high temperature, or a loss of or change in your normal sense of taste or smell) or have been asked to self isolate, please let us know as soon as possible and, in line with Government guidelines, do not travel to us. If you need to cancel your stay due to COVID-19, we will refund your deposit or - if you prefer - we can move your visit to another date in the future.

### *During your stay*

If you develop COVID-19 symptoms or are told to self isolate during your stay, please let us know, book a test and self-isolate immediately, in line with Government guidelines. If you test positive, you need to return home immediately. We will refund any unused nights of your stay, minus any reasonable expenses we have already incurred related to your stay, such as food purchased for evening meals or breakfast. If you are unable or unwilling to return home, you will be charged in full for extra nights and meals incurred.

### *Your hosts*

If David or Julia develop COVID-19 symptoms, we will of course immediately self isolate, notify all our guests, and make arrangements to minimise any risks to you.

[Detailed Government guidance can be viewed here.](#)

Radnor



House

### ROOMS



Extra care sanitising  
of touch points  
Hand sanitiser in all rooms  
Soft furnishings  
steam cleaned on changeover  
No room tidies during your stay

### CHECK IN AND OUT

Payment taken on  
arrival day  
Self check-in if required  
Leave key in door on  
departure



### BREAKFAST



Individual portions on tables  
2 M between tables  
Sanitiser on entry  
Room Service -  
Continental breakfast in bedrooms

### MEALS

Supper board  
available to order  
Bring your own food or  
takeaway



### STAFF & GUEST SAFETY



Risk assessment completed  
Govt guidelines followed  
PPE available  
Staff training

### WHAT YOU CAN DO

Regular handwashing  
Use hand sanitiser  
Keep social distance  
Move 2 M from door after  
ringing bell

THANK  
YOU