



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), and of the local area around Hay.

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). We will email you instructions for accessing the house.

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 face coverings 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.

If you have a smartphone, we encourage you to scan on arrival the QR code on the poster in the reception area, in order to check-in using the NHS COVID-19 App

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 replacing mattress, pillow and duvet protectors, and using eco-friendly anti-viral and anti-bacterial sanitising spray (conforming to British Standards EN14476, EN1276 and EN 13797) on all soft furnishings, and on high use touch points such as light switches, handles, TV controls, taps, sinks etc.

You will also find supplies of eco-friendly anti-viral and anti-bacterial sanitiser wipes for surfaces (conforming to British Standards EN1276 and EN13797).

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 can eat breakfast either in the Breakfast Room from 8 am – 9.30 am. You will have your own personal buffet selection including cereals, milk, yoghurt, fresh juice etc. We offer our usual wide range of freshly-prepared cooked breakfasts, as well as a Continental breakfast option including locally sourced croissants and home made muffins or cakes. We will bring tea or coffee, your cooked or Continental breakfast, and toast (if requested) to your table wearing a face covering.

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
sanitised 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
Wear face covering
Use NHS COVID app

THANK
YOU

CALL, TEXT OR WHATSAPP ON 07507 615733
NO CALLS AFTER 9 PM EXCEPT EMERGENCY PLEASE