

B+B York Covid-19 Precautions & Preparations

B+B York sits at the heart of North Yorkshire within walking distance of all the amenities and attractions that York has to offer. There are also many scenic drives across the North Yorkshire Moors and our Reception Team will happily recommend routes to take to have the full experience.

If you would like to bring your pets with you, we do have pet friendly accommodation subject to availability so unlike your holidays abroad, your pets can enjoy your holiday too! York has a vast selection of fantastic walking routes for all abilities.

B+B York will be private and can be used by hotel residents only.

Due to the current coronavirus situation we have had to alter our policies and the way our hotel operates, you can read below the procedures and policies in place to ensure the safety of our guests and colleagues.

B+B York Team

- Temperature checks will be taken before starting every shift.
- All team members will be required to wash their hands every 30 minutes.
- All team members will be required to stay at home if unwell.
- All team members will be required to follow official guidance on self-isolating.
- All team members will be required to wear PPE as appropriate.
- The team will follow a policy of no physical contact and maintain social distancing, wherever possible.

B+B York Guests

- You will be asked to complete a pre arrival health questionnaire and return it prior to arrival.
- Hotel residents will receive an amenity kit on arrival, which includes everything you will need in your bedroom to enjoy your stay with us.
- Our team will not be able to assist with luggage
- You will have to respect the social distancing measures in place.
- All the rooms will be cleaned with sanitiser disinfectant spray and sealed after cleaning by our Housekeeping Team.
- We have removed non-essential items to minimise any contamination risk.
- Please use your bedroom toilet rather than toilets in public areas
- Please wash your hands when returning to your bedroom.
- Cash will not be accepted, credit card details will be required prior to arrival to ensure contactless payment

B+B York Hotel Policies

- The highest food safety standards will continue to be maintained.
- Social distancing measures will be in place in all common areas.
- A one-way system throughout the hotel will be implemented where possible
- Enhanced cleaning programme in public areas with an increased frequency in disinfection of high touch areas.

- Hand sanitising stations will be provided in key areas of the hotel for guest and staff use
- Housekeeping will be available on request only, guests to vacate room and ventilate prior to housekeeping staff entering.
- Additional disinfection will be in place of high touch room and bathroom areas (Doorknobs, TV Remote, telephones).
- We have flexible terms and conditions for all individual bookings whereby you can cancel on the day of arrival.

B+B York Facilities

- We have reduced the number of tables in our common areas to reduce the risk of contamination.
- We will limit table usage and have established strict table/chair sanitisation procedures between guest seating periods.
- Salt and pepper shakers will be removed and available on request. They will be sanitized after each use.
- We will not accept cash payments.

B+B York's Commitment to our guests

- All team members are required to:-
 - Stay home when unwell
 - Practice good personal hygiene including regular hand washing
 - Maintain social distance
 - Wear PPE where appropriate
 - Follow the company's COVID-19 Secure operating procedures
- We have changed most of our on-property team meetings to virtual meetings
- We have staggered our team's shifts and days of service and have reduced the total staff count by promoting work from home for those whose roles allow for it
- Implemented a standard that our teams will not be assigned to complete any tasks with more than two team members assigned unless they are working outside
- Our team have and will receive ongoing training
- Our team have new "no contact" protocols – including handshake.

Finally, we ask that as a guest at B+B York you commit to:

Complete your **Guest Health Questionnaire** 24 hours in advance of joining us. If we do not receive this back in advance of your stay, you may be refused entry.

If in the unfortunate case, you have any COVID-19 symptoms such as fever, cough, shortness of breath, or loss of taste and smell, we ask that you contact us, and allow us to reschedule your stay.

It is important to note, that for the safety of our guests and the safety of our team, that any guests displaying symptoms consistent with COVID-19 will be requested to seek medical attention. Should you be advised to self-isolate, we will request that you check out immediately and return home. You will be refunded the balance of your stay.

We also kindly request that you inform us of any symptoms that may develop in the 48 hours after your departure from our hotel to ensure that we can take preventative action.

