

Thornbank Covid – 19 Policy Update 26.1.22

Thank you for choosing Thornbank for your well-earned break. In response to the further lifting Government covid regulations, we are pleased to announce that we can relax the following areas of our covid policy to reflect these changes.

The wearing of face masks is now optional. However, we will continue to wear masks around the premises but we encourage the use of them by all guests as a courtesy to other guests.

We will offer a full breakfast service. We will however, require that guests sanitise their hands before entering the breakfast room. Also, in order to maximize social distancing, we may also operate allocated times for guests to take breakfast at busy periods.

We will continue to maintain a degree of social distancing from guests where appropriate and practical, for example: check in/check out & breakfast service. We wish to re-assure our guests that no offence is meant by these measures.

We hope you understand the reasoning behind these measures and we will seek to relax them further as and when we can. Here is our updated policy:

Self-check-in: We will continue to operate a self-check-in policy going forward. The level of convenience and flexibility it has provided for our guests has proved very popular since we introduced it initially as a covid protection measure. Of course, should you wish to be met in person upon your arrival, please let us know in advance and we will endeavour to make ourselves available to check you in.

Hand sanitiser will be available in the porch and on the table to the right as you enter the main door. Please apply whenever you enter or leave the premises.

Housekeeping: Please display the “**Please make up our room**” side of the door hanger if you would like your room serviced. We ask you do this before 11.30 am. The room needs to be vacated prior to room servicing. For those who do not wish us to enter their room please display the “**Please do not disturb**” side of the door hanger. If there is no door hanger displayed on your door, we will not enter the room. Please help yourself to additional tea, coffee, milk, or any other sundry items on the table by the main door. Fresh towels will be provided on request. These will be left outside your room. We do, however, reserve the right to gain access to your room if necessity requires it.

Whenever we enter your room, PPE will be worn by ourselves as a precaution (for your and our protection).

Each day, we will continue to clean down common touch surfaces including handrails, door handles and light switches. However, for added protection, and if possible, we recommend keeping contact with the surfaces to a minimum.

Day to day: during your time with us, we ask that you exercise social distancing with your fellow guests within the premises including coming and going from the house.

As you move around to the house, please restrict your movements to essential areas only without any unnecessary detours. The only exception to this is in the event of a fire, in which case find the nearest route out of the building. Upon leaving your room, please give right-of-way to guests already occupying the corridor.

We will try to resolve any problems you may have remotely but if this is not possible, we will only enter your room when absolutely necessary and once you have vacated it. If entry to your room is unavoidable, we will use PPE (for your and our protection).

Please continue to apply hand sanitiser, especially when coming and going from the house. Sanitiser stations can be found by the main door, in the porch and outside the breakfast room

Important: *Should you begin to display symptoms of Covid-19, you should inform us immediately so that we may take steps to protect other guests staying in the premises. Under these circumstances your very best option would be to return home immediately for self-isolation and recovery.*

Use of the Choices Gym and Spa Facilities at Troutbeck Bridge is available for all to use. Access codes and other related information are contained in your self-check in letter. Please note that access may not be permitted or facilities may be restricted dependent upon on Government restrictions at the time of your stay.

Self-check-out: check out is before 10.30am on your day of departure. Please leave your used towels in the shower and any rubbish (especially tissues) in the bins provided. If you need additional bin liners, they can be found by the main door. Please leave your curtains and windows wide open and your keys on the table near the front door. Please send us a quick text to let us know you have left.

Unless previously arranged when you booked, final payment will have been taken prior to your arrival using the same card details provided upon booking. E-receipts are available should you require one.

This is our Covid - 19 policy. It is a source of great regret for us that we cannot provide all of our normal services at this time. Meeting and chatting with our guests is one of the most favourite parts of our job. However the safety of everybody must be our overriding priority.

We hope that you have a great stay with us and enjoy your time here in the beautiful Lake District.

Best wishes and stay safe

Mark and Jane

Contact us on: 015394 43724 or 07590 201542