



COVID-19 Secure Policy

Updated 07 May 2022. This document is also available on our website via www.the25.uk/coronavirus

In case you haven't got time to read this full and detailed policy, to summarise, we're continuing to keep you and us safe by taking sensible and proportionate actions. As an adult only B&B, pretty much all our guests, including us, are likely to be double vaccinated and boosted.

In June 2020, we were proud to announce that we were one of the first businesses in the country to have been awarded the "Safe Clean and Legal" certification from Quality in Tourism, following a thorough on-site inspection. This gives our guests the confidence that our COVID-19 Secure Policy has been scrutinised and approved by experts. We have since been re-assessed for 2022 and our standards are now used by them in their training videos.



We are also accredited as operating safely by Visit England, The AA and The World Travel & Tourism Council. Our accreditations are renewed annually.

As we have no staff, we are the only two people who have contact with you, the bedrooms and the food we serve.

You will find details below of the actions we are taking following completion of regular risk assessments based on the latest Government guidance for hospitality businesses. As their advice changes, we will update this document again, so if your booking is some way off, you may wish to check back nearer the time and have another read.

Please do not travel to us if you, or anyone in your party is showing any of the common symptoms of Coronavirus (ie fever, persistent cough, loss of taste or smell). Please note, the common symptoms are more general for the Omicron variant. We will happily re-arrange your stay for a future date at no penalty, even at the last minute. For your confidence in booking, all reservations are currently fully flexible and can be moved to another date at no cost for Coronavirus related reasons.

We have all your details recorded as part of our booking process. There is no longer a requirement to “check in” using the NHS App.

It is no longer mandatory for our guests to wear a face covering in the public areas of the B&B. We will generally choose not to wear one ourselves. It is no longer mandatory to wear a face covering on public transport, in shops or indoor tourist attractions.

Hand sanitiser can be provided by us on request.

On your arrival, we give you the option of luggage assistance, and being shown to your bedroom. If you ask us not to, there is a comprehensive Room Information folder in your bedroom to familiarise you with the features and how everything works.

We have individual air conditioning units to circulate fresh air into your bedroom only, but we would still encourage plenty of natural ventilation with open windows in your bedroom. Please do not use air conditioning with the windows open! We will open windows throughout the building where the weather allows. Before you check out, please open all your windows to ventilate the room before we enter.

We've always had extremely high cleanliness standards and used NHS approved cleaning products. For us, something is either clean or dirty, there is no in between. We have started cleaning guest bedrooms daily again, but would request that you leave your windows open for plenty of fresh air when you leave for the day. Should you prefer us not to clean your room on any day, we now have a door hanger tick list so you can also request items for replenishment only, or opt for no cleaning, in which case we will not enter your room at all.

We have reinstated our wonderful self-service cold buffet with some items presented in individual covered portions for you to help yourself to, whilst others, like fresh juice jugs are self-pour. Our dining room guest toilet is available again and cleaned daily after use.

We no longer take our own temperatures (a fever is above 37.8°C) or that of our guests. If we suspect either of us to have a symptom of Covid-19, we will take a lateral flow test and report our results to the NHS. We have received both of our Covid-19 vaccinations in early April and June 2021. Our booster jabs were received in December 2021 following us both having Covid Delta variant in November that year whilst closed for winter.

Should we find coronavirus on site, or one of us as owners test positive or need to self-isolate, we may need to cancel your booking at short notice.

Where this happens, we will offer a full refund of any deposit, or alternate dates for re-booking.

The above represents a sample of the health and safety measures being implemented at The 25. This list is not intended to be exhaustive, but to offer an overview of how we are working to safeguard the health and wellbeing of our guests and ourselves. All standards will be reviewed and re-evaluated regularly and are subject to change based on the latest Government guidance.

Should you require any help or have any questions before your stay, do please email us on stay@the25.uk or call us on 01803 297517.

Updated in line with Government Guidance issued 26.01.22 & 07.05.22

Copyright The 25™