

Dear Guests

We look forward to seeing you at Yew Craggs. You can be assured of a warm welcome, but in order to keep everyone safe and to comply with government guidance please note the following.

In line with COVID 19 advice on social distancing, minimising social contact and hygiene recommendations, we have made some adjustments to the usual procedures.

At all times

- Use hand sanitiser when entering Yew Craggs
- Use hand sanitiser/wash your hands when leaving your room and when entering the dining room

Arrival

- Use the front door on the left hand side of the property
- If another party is checking in when you arrive, please sit/wait outside in a different area to them to maintain social distance
- ***One*** person per party to receive the check-in
- Remaining party members to remain outside during check in – there is seating in the front garden and in the porch

Check-in

- Designated check-in guest to sanitise hands (gel is on the left, beside the doorway), ring the bell and step back
- Host will greet check-in guest
- Host will provide welcome briefing and direct the guest to the room
- The host will withdraw and party can sanitise their hands and then enter, collect their bags (as appropriate) and go to their room

Breakfast and packed lunch orders

- Complete breakfast/lunch form and leave in hallway by 8pm
- For Coronavirus *Track and Trace*, guest contact information to be written on reverse of breakfast form

Breakfast and other meals service

- All items must be pre-ordered including hot drinks
- We have removed the communal buffet
- Each room will have an allocated table and an allocated time slot
- Staggering of dining slots to minimise social contact and allow time to clear the room prior to the next guests
- Please do not enter the dining room until your designated time
- Please do not stay beyond your allocated dining slot

- Meals will be placed on serving table in time for your time slot
- Hosts will withdraw so you can collect your meals safely
- Each room table will have its own set of condiments

Packed lunches

- Packed lunches, if ordered, will be placed in the dining room at the same time as breakfast
- Packed lunches cost £7 each
- Packed lunches and any extras must be paid for either with the exact cash (we will be unable to give change) or with contactless card

Check out

- Guests to handle own bags and leave them in designated place in the hallway not impeding other guests
- The entire party except the person checking out should exit the building to minimise social contact
- One guest per party to settle bill (Contactless or exact cash – no change will be provided) and return keys into box
- Should another party be checking out, please wait until they have left the building before checking out