



Bella Vista Guest House

COVID SAFETY GUIDELINES

Welcome to the Bella Vista. We are sure you are looking forward to a well deserved holiday and after three months of lock down, Swanage is finally opening it's doors to holiday makers. We are thrilled to be welcoming our guests back and we are sure you will love this beautiful part of the world and will be able to enjoy all it has to offer.

As you can see we have successfully applied for the 'Good to Go' industry mark of compliance with government Covid Secure workplace guidelines. This requires us to conduct much behind the scenes risk assessments procedures evaluation and contingency planning so that everyone may be kept as safe as possible. By doing this we are participating in our local community initiative to 'Keep Swanage Safe' and upholding the tourism industry standards adopted by Visit Dorset and Dorset Tourist Information.

In line with the above, we would ask your forbearance as we go run through our COVID safety procedures with you. Please understand this is to keep you as safe as possible.

COVID symptoms

If you, or anyone in your family, have shown signs of COVID in the last 14 days (temperature, new dry cough, lack of taste/smell) the Governement Guideline is for you to stay at home and you will be fully refunded for COVID cancellation. If you develop symptoms whilst here, you must inform us at once and return home immediately.

Sanitisation

There will be hand sanitisation and disinfectant in the front porch on arrival. We request that you sanitise your hands and spray disinfectant on door handles.

Please wash and sanitise your hands regularly There is sanitising hand wash provided in your bedrooms

Physical distancing

Please maintain a distance of 1 metre plus through out your time at Bella Vista and give priority to those already on the stairs or passages. ie. wait until they have passed you. Tables outside and in the breakfast room are set so that with staggered breakfast times, you can maintain 2 metres. You will have your own allocated breakfast table to lessen risk.

Breakfasts

Please could let us know if you would prefer a continental hamper breakfast in your room with homemade muffins and other goodies or a hot breakfast outside (or in breakfast room if wet).

On arrival, you will be given a breakfast choice form which we request you complete and leave in the basket by reception by 9pm the night before breakfast.

You will be given a choice of breakfast times - 8.00 - 8.30 or 8.45 - 9.15 or 9.30 - 10.00 – with up to two allocated tables per sitting to enable physical distancing.

You will also be allocated a permanent breakfast table for the duration of your stay

Please wash or sanitise your hands (sanitiser provided on reception) before coming into indoor or outdoor dining room.

Rooms

The optimum COVID safety guideline is for rooms not to be serviced during stays, so we regret that we will not be providing our usual daily room service. However, we will replenish complementary hot drinks upon request and cookies (which we will leave on table by reception). Please place waste paper baskets outside room and we will empty.

On departure, in order to protect our staff, we would be very grateful if you would open the window to air the room and strip the beds, placing bedding (duvet cover, pillow cases, sheets) in one black bag provided and towels and bathmats in the other black bag provided - then place outside the door.

Please leave key in door

Thank you for bearing with us as we explain COVID safety guidelines. I am sure you understand the reasoning behind this. But the important this is for you to stay safe and HAVE A FANTASTIC HOLIDAY.

