

COVID – Cleaning Protocol and General Information For Your Stay at The Priory Guesthouse, Middleham

Please take a few moments to read through these details and our terms and conditions – if there is anything that you are concerned about that is not covered here please feel free to contact us – they are subject to change as Government advice evolves.

Our utmost priority is to keep you, ourselves and the village residents safe in these difficult times whilst still allowing you to come and enjoy The Dales and The Priory's hospitality – albeit at a distance in the main guesthouse or in our Coach House.

We will be asking guests to book for a two night minimum stay in the main house – we can then have a clear 72 Hours between sets of guests in the bedrooms. This will normally be over a weekend. Please ensure you have read our terms and conditions on our website.

We have placed a hand sanitising gel pump in the reception or by the front door when you enter. There is also a cleaning station in the garden so that guests can spray down chairs etc before and after use

Extra care has been taken to ensure all rooms are thoroughly cleaned with special attention to door handles, cupboard and chest of drawer knobs, light switches, kettles, remote controls and light pulls.

We use a specific antiviral spray proven to be effective against coronavirus – BS EN 14476 in addition to our normal cleaning process.

It is not possible to spray our antique wood furniture with this antiviral spray or books and CDs/DVDs

Check In and Out Times

Check in is normally 4pm with check out being 11am

However whilst we are limiting the days we take room bookings for in order to keep 72 hours between guests, early check in and late check out is very likely to be possible provided we know in advance – there has to be a silver lining somewhere to this whole C thing!

Our Cleaning Process (we currently hold a level 5 hygiene rating)

Windows will be opened as soon as guests leave to air the room before our cleaning process – majority of which will take place after 72 hours apart from the laundry.

Bedrooms – all pillow and mattress protectors are laundered between guests at 60 degrees. Duvet covers and pillowcases also washed at 60 degrees.

Decorative cushions and throws have been removed if they cannot be washed between guests

Our tea and coffee selection box is slightly reduced in quantity not quality – all items are individually wrapped as before.

We will be unable to refresh bedrooms during your stay of more than one night

There will be a form which you can use to request replacement towels, mugs, glasses, cafetiere etc please just give us the form after breakfast. These items will be left outside your room and you are requested to leave the used items outside too for us to remove in the supplied box.

Breakfast

The buffet area will not be able to be used unless only one room in. Our dining room can accommodate 2 tables with the 2m social distancing required. If this is reduced to 1m then we can have three tables in here and stagger breakfast times to accommodate all guests.

If the 2m rule stays in place, we will be offering breakfast in three of the rooms where there is space to set up a table and chairs if timing cannot be spaced enough between rooms in the dining room – Red, Green and Castle View rooms. If weather is kind there is the option of taking breakfast sitting in the back garden. (Garden is shared with the Coach House guests so social distancing would need to be observed)

We will need to ask you to order breakfast in advance the night before, this will minimize contact for all of us – all scrummy items will be available. This is to keep to social distancing rules – not our usual way unfortunately.

Lunches and Evening Dining

Pack lunches are available with advance notice if you out walking during the day or if you would like a snack for your room in the evening

Local Dining options – details for July onwards are not known at this stage – we can only speculate that where dining in the pubs/restaurants is allowed it will be with reduced numbers so booking tables in advance will be essential.

The Wensleydale Hotel and Richard III offerings are not currently known

Takeaway options are Fish and Chips in Middleham – Friday and Saturday

Andersons takeaway from the Middleham Key Centre

Leyburn – Chinese takeaway and Saffron (Curry)

We would supply plates, cutlery and napkins in the dining room for you to takeaway to use whilst social distancing in the communal areas or in your bedroom.

Communal areas – Drawing Room and Garden

Guests will be asked to respect social distancing – there will be antibac wipes and spray in the drawing room for guests to use for remote controls etc. (Please do not use on wooden antique furniture)

There will still be wine glasses for your use in here on the side.

The garden is shared with our Coach House guests – a sanitising station will be provided. The Coach House guests do have a private terrace to use as well as the shared garden.

Payments

Card payments will be accepted in the usual way – with the card machine being sprayed with antiviral spray for each guest if payments have not been made in advance.

16/06/20