

COVID 19 – Cleaning Protocol and General Information for your stay at The Coach House Middleham

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

Information we will need from you prior to your stay please

Do you need the bunk beds to be made up – top, bottom or both?

Do you need the bedding for the sofa bed?

Will you require any extra blankets for the beds or any extra pillows?

If you are staying with us for more than one week – we will be unable to do a mid stay clean, therefore please let us know if you would like us to leave you with a complete set of bedding and towels for your second week.

What will the maximum number of guests be at any one point – we need this information to ensure enough mugs, glasses, plates, towels etc. Adult and children breakdown please.

At the end of your stay

At the end of your stay we would please request that you empty all bins, fridges and cupboards of food.

Could you please also strip your beds and place the duvet covers, pillowcases, mattress and pillow protectors in one bag. Towels, flannels, bathmats and tea towels in the other bag in order to keep any wet items separate. Bags are provided in the big blue chest in the hall.

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.

For direct bookings we do ask that if you develop symptoms of Covid 19 14 days prior to your stay please don't come unless you have had a negative Covid 19 test. We are happy to move bookings at no charge once or alternatively let you have a credit note in the form of a voucher that could be used for the Coach House or the main Priory Guesthouse.

For bookings made via an Agent, a refund for the monies we receive from the Agent, can only be made if the Government puts us back in lockdown and says you cannot travel.

We have placed a hand sanitising gel pump on the front door of the Coach House. There is also a cleaning station in the shared garden so that guests can spray down chairs etc before and after use. Please follow social distancing rules whilst using the shared garden. The garden furniture on the terrace of The Coach House will be sanitised before each booking.

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 and lamp switches, light pull cords, taps, bins, kettle, heating controls, thermostat and remote controls.

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.

CHECK IN/OUT TIMES

The Coach House check in time will move to 5pm to allow for the additional cleaning processes. Check out time remains at 10am please.

We will need all these hours for cleaning so please do not try to check in earlier. Sanitised keys will be in the door, with spare ones on the stone shelf inside the entrance hall.

If there are no guests in the week before you or the week after you we will be able to be more flexible with check in or check out times and will let you know.

CLEANING

Windows will be opened as soon as guests leave to air the house whilst we are cleaning.

Bedrooms – all pillow and mattress protectors are laundered between guests at 60 degrees. All duvet covers and pillowcases will be washed at 60 degrees.

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

Terrace

In the main bedroom we have placed some spare chairs for use on the terrace if there are more than 4 guests. The dark brown chairs can stay outside – the cushions are technically waterproof but probably best brought in if you can.

If you are wanting to keep away from any other guests in the garden up on the terrace, and you have a furry friend with you – we do ask that you keep them out of the main bedroom as much as possible – technically they are not allowed upstairs but realise you may want them on the terrace with you – please do not allow them in the other bedrooms.

Bathrooms – 2 toilet rolls provided per bathroom and the refillable toiletry bottles are all disinfected between guests. The anti slip mat will be bleached or replaced between guests. Towels/bathmats/flannels will have been washed at 60 degrees.

Entrance Hall – we have removed all the visitor leaflets.

If you do require the bedding for sofa bed it will be stored here in the wooden box. Plastic bags will be in here for you to place all dirty linen, towels etc on departure

The books in the bookcase remain but we are unable to sanitise all of these between guests.

Kitchen – after our regular cleaning we will be spraying surfaces, kettle, toaster, microwave, door knobs etc with antiviral spray.

We have had to remove all condiments and foodstuffs – eg flour, sugar, tea, coffee, salt and pepper, stock cubes and herbs.

We have also had to remove the padded seat cushions from the chairs if there is not time to wash them between guests.

We have reduced the amount of crockery and cutlery (hence our question re number of guests for each stay). This is so that we have time to wash all items between each guests.

The number of pots and pans have also been reduced but you will still have all you need – please ask when you are here if you need anything specific – eg wok, egg poacher pan.

There will be dishwasher tablets, washing machine liquid, washing up liquid, dishcloths, pan scourers, antiviral spray, handwash and antibacterial wipes. All items under the sink will be cleaned between guests. The broom and dustpan and brush will be cleaned between guests

Lounge – Throws and scatter cushions will be supplied when they are able to be cleaned between guests. The armrests on the sofa will be laundered between guests.

The books and CDs/DVDs are unable to be sanitized between guests.

The leather sofas will be cleaned down between guests.

Evening Dining

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 - currently doing takeaway meals for you to reheat/finish cooking, Thursday to Saturday – they also do fresh bread available to order over weekends.

Richard III – offering not known yet.

Fish and Chips take away in Middleham – Friday and Saturday

Andersons takeaway from the Middleham Key Centre

Leyburn – Chinese takeaway and Saffron (Curry)

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.

We hold a 5 star hygiene rating

9.8/10 rating with OTAs and 5 stars with Tripadvisor

16/6/20