

# **Alamah Guest House – Harrogate Covid-19 Guidelines**

## **Here are some points to keep us all safe.**

Thank you for booking your stay in Harrogate with us. We are the same friendly and helpful Judy and Sue as we were before Covid-19 and will do everything we can to ensure you have a wonderful and enjoyable stay at the Alamah Guest House in Harrogate.

Alamah Guest House has always put the health and safety of our guests first and even more so during the Covid-19 pandemic. We pride ourselves on the cleanliness of our accommodation and you can be assured that our thorough, spick and span approach, in the interpretation of the new guidelines, will be applied with your utmost safety in mind.

We have conducted a thorough Risk Assessment; reviewing every part of our Guest House and our processes and made appropriate measures and controls to minimise the risks of infection from Covid-19.

## **Social distancing will be in place at arrival and departure and throughout your stay.**

### **Your Arrival**

To maintain social distancing and plan for all guests' arrival please let us know what time you will be arriving a couple of days before hand.

You are welcome to arrive any time between 4pm and 8pm.

When you are approaching the Guest House by car or on foot please give us a ring on 01423 502187 to let us know you are here. This way we can help with car parking if appropriate and open doors ready for your arrival to help maintain social distancing.

We will greet you with a smile and show you the hand sanitiser which is available once you are through the front door and which all guests are required to use when entering the building.

We will let you know which room you are in and will give you directions to find it. If you need help with your luggage, we will bring it upstairs after you have found your room and will leave it outside your door. Your sanitised room keys will be in your room along with a Guest Registration Form to be completed and returned to the Reception Desk downstairs as soon as possible.

### **Your Payment**

Our preferred method of payment is a debit or credit card but we will accept cash. At check in we will ask if it is acceptable for us to take payment automatically therefore removing the need to use the card machine. Please let us know if you want to use an alternative card to the one used to secure your booking.

### **Your Bedroom**

We have put a few extra things in place but we don't want your stay to feel clinical or sterile. We ask that you wash your hands on arrival in your room and prior to leaving your room. We have

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removed information brochures and books but information about the surrounding area and things to do can be found on:

[visitharrogate](http://visitharrogate)

[yorkshire.com](http://yorkshire.com)

During stays of 3 nights or less we won't be servicing or entering your room unless we need to for maintenance. If you need additional hospitality items please let us know at breakfast.

## **Your Breakfast**

Social distancing will be in place in the Breakfast Room and table service only breakfast is served between 7.45 and 9.00 am.

We will ask you your preferred breakfast time to allow us to space diners and ask that you stick to this time.

Please wash your hands or use the sanitiser before being seated and your food will be brought to you.

The breakfast buffet will no longer be available but we will ask you to pre-order your starter and your hot breakfast option the night before. A paper order form will be in your room and we ask that you place this on our Reception Desk before 8pm the night before.

We ask that all guests respect the Covid-19 Guidelines and reserve the right to ask guests not following these guidelines to leave the premises without a refund being issued.

## **Cancellation Policy**

We have reduced our cancellation policy to 24 hours prior to arrival, which means you are able to cancel if you are not feeling well, either due to Covid-19 or any other condition. We highly recommend that you take out travel insurance to cover the cost of your visit as it will still be necessary to charge you if you cancel with less than 24 hours notice.

We reserve the right to cancel bookings should the government reinstate the lockdown at a later date or if we are unwell or asked to self-isolate.

If we are contacted by a recent guest who has developed Covid-19 symptoms we are compelled to let you know and for you to seek advice as a result.

**Finally, if you are feeling unwell please don't travel.**

**Alamah Guest House, Harrogate and our lovely county of Yorkshire will still be here when you're feeling better.**