

Date: Friday 3<sup>rd</sup> July 2020

# COVID-19 SECURE

## AN UPDATE FROM PASCHOE HOUSE

As the world in general, and our little Paschoe House microcosm, begins to recover from the impact of COVID-19 we enter uncharted territory. The last few months have been life changing for so many people and we hope you have all stayed safe and well during this difficult time.

Following the Government guidance, we closed our doors back in March to keep our staff and guests safe. We have used our time wisely to now reopen a better Paschoe than we were before; we have invested in superfast fibre broadband, a new website, our chauffeur service, a more diverse casual dining menu and to make up for lost time, we will be remaining open during our usual January closure period in 2021.

We have also been revisiting, adapting, and augmenting our in-house protocols to be in line with our guest's expectations regarding COVID-19 management. We want to instil confidence in those looking to book with us to dine or to stay and in order for that to happen, you will need to know you are in safe hands whilst here with us.

We are so pleased to be re-opening on Saturday 4<sup>th</sup> July, and we cannot wait to welcome our guests old and new to Paschoe House. Although we will be maintaining the "new normal", we hope you are reassured that our ethos and *raison d'être* will be just as good – if not better – than it was before the lockdown begun.

On behalf of the Paschoe House team, we thank you for your ongoing support.

*Tabitha Fern, Proprietor and General Manager*

## OUR REOPENING

We will be welcoming our guests to Paschoe House from Saturday 4<sup>th</sup> July 2020. We have been monitoring the latest HSE guidance and have a COVID-19 Risk Assessment in place, which is always under advisement and amendment to ensure it is the most up to date it can possibly be.

Our guest and staff safety are of utmost priority to us and we would like to reassure you that we are taking every reasonable precaution to ensure the full safety and wellbeing of all on the Paschoe Estate at any given time.

Prior to our planned reopening date, we have implemented fixed working teams here at Paschoe House. We have already conducted a COVID-19 staff training session and our staff have also been asked to monitor their own health. Similarly, we will be asking our prospective guests if they have experienced any COVID-19 related symptoms within the week leading up to their booking with us.

To ensure that our guests have a relaxing stay with us, please familiarise yourself with the following procedures that are now in place at Paschoe House.

If you have any questions, please do not hesitate to contact us on 01363 84244 or via email [theteam@paschoehouse.co.uk](mailto:theteam@paschoehouse.co.uk).

## OUR GUEST'S WELLBEING

We use a cleaning substance called D-10 at Paschoe House. This has been proven to kill the COVID-19 virus. D-10 is specifically designed for use in catering businesses and is non-harmful to human beings. It is also environmentally acceptable.

### Cleanliness and Hygiene

We have been and we will continue to be diligent in the sanitisation of our House. On top of the usual cleaning routine, we will be regularly and after each use sanitising high touch point areas in our communal spaces.

We have also implemented a designated member of management to be on hand Wednesday to Sunday to ensure the safe coordination of our operations and the hourly sanitisation of touch points throughout the House.

### Hand Sanitising Stations

There will be hand sanitiser stations in our front porch, reception, library bar, morning room, dining room and guest washrooms.

### Guest Washrooms

Our guest washrooms will be sanitised and checked every hour.

## Social Distancing

Our communal areas have been reorganised to allow for the 1-metre recommended social distancing rule to be observed.

## Bedrooms

When cleaning the room ready for a new check-in, our housekeeping team will be wearing a fresh pair of gloves, which will be changed in between each room clean. As with our communal areas, the usual high standard of bedroom cleanliness will be enhanced. Our daily and turn down services have been suspended; we will only be entering your room during your stay upon request and not without a pair of gloves on. You may still request these services upon check-in if you would like them.

Your bedroom will also have its own hand sanitising station.

## THE “NEW NORM” PASCHOE EXPERIENCE

We kindly ask that all bookings for dining, hotel stays, wedding/event tours and meetings are pre-booked with us. Until further notice, we will not be accepting walk-in bookings. This is to monitor our communal areas and to be able to effectively observe social distancing.

Until further notice, we will not be accepting cash at Paschoe House. **We will be accepting card payments only.**

## Dining Bookings

You can make bookings via our website or on the telephone with a member of staff. We will carry out a guest relations phone call to you 48-hours prior to your booking. We will need an exact arrival time from you; for example, your table may be booked for 8pm, but you may wish to join us at the Library Bar at 7.15pm for pre-dinner drinks.

If you can confirm an arrival time, this will greatly help us to manage our entrance hall and enable us to maintain social distancing.

You will also be asked if you have experienced any COVID-19 symptoms in the last 7 days. If you have, we kindly ask that you do not visit Paschoe House.

If you have a coat, please hang this up in our Boot Room to the left of the front door.

All service, including bill payments, will be conducted at your allocated table. Please note that apart from the initial service of a bottle of wine or water, we will unfortunately not be able to continue topping up your wine and water – the bottles will be left with you and you will need to do this yourself.

Our afternoon tea service will be individually plated rather than the traditional buffet style.

We have never operated a breakfast buffet here at Paschoe House. Your breakfast will remain unchanged and served at your dining table.

We are fortunate enough to have plenty of outdoor space here at Paschoe. If you would like a picnic blanket or to sit on our South Terrace when the weather is dry, then this can be arranged for you.

## Hotel Bookings

You can make bookings via our website or on the telephone with a member of staff. We will carry out a guest relations phone call to you 48-hours prior to your booking. We will need an approximate arrival time for you so we can stagger our guests checking in at reception.

You will also be asked if you have experienced any COVID-19 symptoms in the last 7 days. If you have, we kindly ask that you do not visit Paschoe House.

Upon arrival at Paschoe House, we will be on hand with a fresh pair of gloves on. If you would like us to, we can carry your luggage to your room and leave it outside the door for you.

Your sanitised key will already have been placed in your door lock by a gloved hand.

Your room will only be entered throughout your stay upon request.

The night before your departure, we will slip a copy of your account under your bedroom door and payment will be charged to the card details held on our system the following morning.

Before you leave us, please could you open up your bedroom windows and leave your key in your door. If you would like help with your luggage, please don't hesitate to call down to reception and we will come to you with a fresh pair of gloves on.

## Pets

We are more than happy to continue accepting your pets at the hotel. Please just be vigilant in allowing others to pet them and do not pet other guest's animals.

## Lift Access

Our lift service has been suspended. The lift can be switched back on for less able-bodied guests.

Once a guest has used the lift, the lift will be sanitised and switched back off again until it is next needed.

## **Wedding and Event Tours**

You are more than welcome to visit Paschoe House for a wedding or event tour with our Event Sales Manager. Please contact Vicky to schedule a tour via email [events@paschoehouse.co.uk](mailto:events@paschoehouse.co.uk).

## **Cancellation of Bookings**

We have amended our cancellation periods for both hotel and dining bookings. This policy will be under revision as the restrictions ease.

### **Hotel Bookings**

Our usual cancellation for hotel bookings at Paschoe House is 7 days prior to arrival. We have reduced this to 48-hours prior to arrival. One night's stay will be retained if a room is cancelled within 48-hours of the booking.

### **Dining Bookings**

We require a card guarantee for dining bookings. If you cancel within 24-hours of your booking, a charge per head will be due.