

Covid 19 - Statement

Yr Hafod is a family run bed and breakfast and is our home. It is not a hotel. The safety of our family, guests and the local community is of paramount importance to us.

PLEASE NOTE THE INFORMATION CONTAINED IN THIS STATEMENT SUPERSEDES ALL INFORMATION ON OUR WEBSITE AND ONLINE BOOKING CHANNELS.

To book or enquire about availability please contact us via:-

Phone - 01492 642444

Email - enquiries@hafod-house.co.uk

We want you to thoroughly enjoy your time here with a comfortable stay, a freshly cooked "Hearty Breakfast" and our renowned friendly and personal service. We believe we can still do this although we have had to make some essential changes to the way we "normally" operate.

We pride ourselves on our cleanliness and this has been regularly reflected in our excellent reviews. However we have put in place additional daily measures with a view to minimizing any risk of infection from the coronavirus. These additional practices have been developed in conjunction with global and local public health authorities' guidelines, including WHO and the Welsh Assembly Government, as well as completing a comprehensive COVID-19 risk assessment and we have received the "We're Good To Go" industry standard award.

We ask all our guests to follow the local guidance/restrictions and use their common sense, be responsible for their own social distancing during their stay and when moving around the building and in the local surrounding areas. Please ask if you are not fully aware of the local rules.

Booking

We are taking advance bookings only, but please be aware that this is conditional and may change at short notice in line with the Welsh Assembly Government restrictions. Please check the Welsh Government restrictions in place before making a booking.

All bookings will be a minimum 2-night stay. Prices are as per the website.

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Cancellation

This is a difficult area during these difficult times. We will continue to operate with our standard 48hr cancellation policy but will make every effort to remain flexible in the event of Covid-related late cancellations. Examples of this would be a 50% charge or re-booking for another date. We are aware that things can happen beyond our guests' control but please also be aware that we are a small business and have also been through a very testing year.

Checking in

Check in time is between 4pm - 10pm. Early check in will not be available. Later checking in times may be possible on request, please contact us directly.

We will continue to personally meet and greet you on arrival but please forgive us as we will not shake hands. We will be staying 2m apart and we will be wearing a mask as is currently mandatory in Wales. Please note - arriving guests **must** wear a mask and/or face covering on arrival and at all times in all shared areas of the guest house (see breakfast below). Sorry but we cannot provide facemasks so please bring your own appropriate PPE.

All guests will be temperature checked on arrival and anybody with high temperature or showing any other symptoms will not be permitted to stay.

Any guest who develops symptoms during their stay will be asked to head home safely and seek medical advice. In the unlikely event you are recommended to self-isolate here you will be liable for the extended costs incurred at the going rate.

Registration forms will be completed on your behalf and details confirmed verbally.

Room keys will be sanitised and placed in the room door for your arrival.

Checking out

All rooms are to be vacated by 10.00am and guests accounts are to be settled on, or prior to, departure.

We ask our guests to leave all windows fully open when vacating the room. This is to encourage air-flow prior to cleaning.

All guests will be asked to call us if they develop symptoms within 14 days of check out.

Dining/Breakfast

We continue to offer you a freshly cooked "Hearty Breakfast" menu served in our Breakfast room. Breakfasts will be staggered and guests will be asked to select their times the night/day before. We ask that you then adhere to your allocated time and use only your allocated table, which will remain your table throughout your stay. All breakfast items will be served at the table, there will be no self-service.

Guests are required to wear a facemask to breakfast, but this does not apply whilst you are **seated** at your allocated table. Please use your facemask at any other time when you are away from your table within the premises.

Lunch/Evening Meal

We do not provide lunches or evening meals. We highly recommend guests check with the local guidelines to see what eating-out food is available in the area and contact any local eateries prior to arrival.

Please note - we do not allow any 'take-aways' to be consumed in the bedrooms.

Daily Cleaning and Guest bedrooms

We will not be servicing your room during your stay. There will be a designated area for guests to leave used crockery and hospitality trays for refreshing, and any waste bins that require emptying.

We ask that guests bring their own toiletries.

We understand that it may be essential for us to enter your room at some point. In this case we will ask guests to vacate the room and we will enter wearing PPE.

"Public" areas will be cleaned and sanitised daily, with particular attention to high-touch areas such as door handles, tables and chairs.

Hand sanitiser

Hand sanitiser will be available for all to use at several appropriate points in the building, which will be pointed out upon arrival. We would encourage guests to use these regularly. Anti-bacterial soap and hand sanitiser will also be supplied in the guest rooms.

Guest Lounge

Due to the current climate and social distancing requirements we will not be allowing access to the guest lounge at this time and our previously offered honesty bar will not be available.

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