



Rhydgaled Farmstay Bed & Breakfast

Coronavirus (COVID-19) update 3 July 2020

This has been a difficult time for us all but we're delighted to announce that from 11 July 2020, we're able to welcome guests back to Rhydgaled.

We've made changes to make your stay as safe and as comfortable as possible whilst endeavouring to deliver the relaxing and enjoyable experience you'd expect.

We're following the World Health Organisation (WHO), UK and Welsh Government guidelines as well as the industry best practice guidance from key tourism bodies and specialists.

We've created and carried out a COVID-19 specific Risk Assessment, which has helped us to identify the potential risks and therefore develop and put in place the controls and processes needed to eliminate or reduce these - both for us as hosts and you as our guests. These will be reviewed regularly as the coronavirus situation changes and WHO/Government guidelines dictate.

By carrying out these changes, we've have been granted the "We're Good to Go" Industry Standard.

Here's what you can expect at Rhydgaled.

We are the same friendly and helpful people as we were before COVID-19 and will do everything we can to ensure you have a wonderful and enjoyable stay.

We are committed to providing all our guests with a clean and safe environment to stay in whilst in beautiful Ceredigion.

It is essential that you do not travel if you are unwell or are experiencing any COVID-19 symptoms (fever, cough, loss of smell).

Please let us know if you are worried about your symptoms ahead of your stay and we will move your booking to a future date to suit you.

If you develop symptoms during your stay, we ask that you notify us immediately and return home to self-isolate and seek a test.

1) Arrival and contacting us during your stay

We will continue to greet you in person, maintaining social distancing.

Any guests who have booked directly with us will be required to complete a registration card with contact details in accordance with the Track and Trace regulations. This information will be retained by us for 21 days purely for this purpose and then destroyed.

If you need anything during your stay - and to order breakfast - you can ask us directly or contact us by:

- Telephone - 01974 272242 or 07905 510839
- Email - farm@rhydgaled.co.uk
- Send a message via our Facebook page - <https://www.facebook.com/Rhydgaled/>

2) Breakfast

We have changed our breakfast supplies to individual portion packs and individually wrapped teabags, coffee and sugar etc and provide sufficient quantities for your stay. Should you require more, please ask.

The fridge will be stocked with milk, juice, jam and marmalade and a home baked loaf of bread is provided together with butter. You are welcome to take any remaining bread home at the end of your stay.

Our cooked farmhouse breakfast offerings remain available.

3) Books, games and jigsaws

These remain available for your use during your stay. A basket is provided for you to place any of these items in once you've finished with them - or even just handled them - so they can be quarantined.

Please be considerate and not handle more than you intend to use so that they can remain available for future guests.

4) Hand washing and sanitising

Guests are advised to wash hands frequently and particularly if exploring the farm and opening/closing gates, using the outdoor seating or swings. We have placed Hand Sanitiser for guest use in the entrance hall and suggest this is used when entering or leaving the guest suite.

5) Cleaning and Disinfecting

We have removed many unnecessary items from around the guest suite to enable thorough cleaning. All key touch points will be regularly cleaned using EU standard BSEN1276 sanitiser.

Fabric items such as mattresses, pillows, cushions, carpet, chairs and other furniture are sprayed with an approved sanitising solution.

Linens and towels are washed at a temperature above 60°C for optimal disinfection.

All cleaning duties are carried out by us - we do not have any additional staff.

We are happy to discuss every aspect of the measures that we have put in place and if required, the full Risk Assessment will be available to guests.

6) Rubbish, recycling and items for washing up

Pedal bins and a food waste bin are located in the hallway and clearly labelled. Please dispose of your rubbish accordingly.

There is a bottle recycling crate outside your entrance.

Any daily washing up, please place in the washing bowl provided and leave in the hallway when you go out.

7) Departure

To enable us to clean, sanitise and prepare the room for our next guests, your co-operation in adhering to our check out time of 10am is much appreciated.

Please open the windows before you leave and dispose of rubbish etc as detailed above.

Our preferred method of payment for breakfast/accommodation (if booking direct) is debit or credit card but we will accept cash if necessary.

We reserve the right to cancel bookings should the Government reinstate the lockdown at a later date or due to an incident of Covid-19 being detected on the premises.

If you have any further questions on our policies and procedures, please do not hesitate to contact us.