



Dear Guest,

We would just like to inform you about our cleaning procedures during this time.

At all times our rooms are cleaned and inspected to the highest of standards and during this period there are further measures in place to ensure the cleanliness of all of our spaces.

- All of our rooms are being deep cleaned between each guest
- All surfaces including bed posts, door frames, handles, taps, earthenware are being fully sanitised with one use cloths.
- All rooms are cleaned individually with staff washing hands in between rooms and changing gloves and masks to ensure no cross contamination.
- All extra pillows and blankets have been removed from rooms and thoroughly cleaned. These are available to you through request only.
- Bed linen and towels are stored and transported in sealed packaging until the last moment before dressing your room where housekeeper is using fresh gloves and mask.
- Your room door is sealed after service so you can be assured no one has entered your room after it has been services and sanitized.
- Room keys and TV remote UV sanatised and sealed prior to your arrival.

We ask that during your stay with us you wash and sanitise your hands as much as possible especially upon exit and entry to the premises and please refrain from shaking hands. Sanitiser can be found on all entry points and around the public areas.

Masks and gloves are available for your comfort, please request from our reception team who will be happy to oblige.

We are taking every precaution to ensure your stay is a safe and comfortable experience and thank you for your cooperation and for following our customer protocols we have put in place.

Kindest Regards,

*Jason Sleator*

Blue Haven Collection Management