

Budock Vean Hotel

# Staying at Budock Vean

Martin Barlow 12/2/2022

## **Budock Vean Hotel - Safe Stay Guidelines.**

### **1. Overview**

Our Safe Stay Guidelines were introduced to inform all our guests, and potential guests, of how we planned to respond to the challenges that have been and continue to be posed by COVID-19.

We want all our guests to have well defined expectations of what their experience is going to be like before they book and before they arrive. The only surprises should be the delightful ones.

Since the very beginning of the pandemic our number one priority has been the safety of our guests, our team and our wider community.

We continue to spend time, as a team, working out the next best steps for everyone at Budock Vean. Our goal, as ever, is to remain open and ensure people can enjoy a lovely holiday with us. As government regulations change and restrictions are removed, we are eager to ease our own COVID restrictions in a measured way. We want all our customers to know that it is our intention to remove most, if not all, of our measures from 12<sup>th</sup> February 2022. We will, of course, ensure we follow any changes in government guidelines.

We encourage everyone to continue to wear masks in indoor public spaces and we will ask people to observe social distancing as far as they possibly can. Booking processes will remain in place for most activities, excluding swimming, so we can keep an eye on numbers.

Of course, we ask that if you have any symptoms, have tested positive or have had contact with a case, that you delay your visit to us. If that happens, please email us at [reservations@budockvean.co.uk](mailto:reservations@budockvean.co.uk) or call 01326 250288.

We continue to review everything on a monthly basis. In the meantime, we ask everyone to help us to provide the very best holiday experience we can by continuing to be considerate and respectful to other guests and to our staff.

We remain focused on looking after your every need and will remain committed to looking after the health and well-being of all our staff and guests.

### **2. Bookings, Arrivals and Cancellations**

#### **Before You Arrive**

#### **Once You Have Booked**

- We will send you confirmation of your booking and invite you to download our free guest communications app called Vamoos, which contains everything you need to know about staying at Budock Vean and about all the measures we have taken to ensure your stay is enjoyable, memorable and safe. It also contains everything you need to know in order to pre-plan and book all your favourite activities and visitor attractions. Please assume that you will have to pre-book in order to gain entry into local visitor attractions.
- From Vamoos, you will also be able to link to our remote Check-In Check-Out app or link here <https://guestservices.dbsoft-booking.co.uk/CHKBeta4/budockvean>
- If you are unable to access Vamoos, we will email you a copy of this document, so you can learn everything you need to know before you travel.

#### **In the Week Before Your Arrival**

- We will send you a pre-arrival email about 7 days before you are due to arrive. This email provides lots of useful information about your stay and is an invitation to you to ask any final questions you may have or let us know about any additional special requirements.

- We recommend that everyone in your party takes a lateral flow test on the morning of travel before you leave home. If anyone does test positive, then under current regulations, you would be required to isolate for a minimum of 5 days and therefore not make the journey to us.
- We remind you to check-in remotely, if you have not done so already, and to make advanced bookings for activities in the hotel, as well as for local attractions.

### Arrival at Reception

- Hotel rooms will be ready for you to occupy from 4.30pm and you are required to vacate your room by 10.30am on the morning of your departure.
- Self-catering lodges, cottages and holiday homes will be available from 5pm and you are required to depart by 9.30am at the latest.
- The hotel reserves the right to charge a fee of up to 50% of the daily rate for any late departures.

### Check-In

- If you have already checked-in using the app prior to arrival, all we will need to do is come and collect your key from reception, which will also give us the opportunity to welcome you to Budock Vean.
- For any guests who have been unable to use the check-in app, our reception staff will help you complete the check-in process at the hotel reception when you arrive.
- Hotel guests will be offered porter assistance as usual.
- Please be aware that all extras and any items purchased during your stay will be added to your room account to avoid other transactions.
- Please also be aware that it is our preference to take all payments by credit or debit card.

### Booking Meal Times

- All meals (breakfast, bar lunches, evening bar meals and dinner in the restaurant) will need to be booked.
- Guests are not currently able to book meal times in advance of arrival, but are kindly asked to book these on arrival either at reception or by calling reception from your room.
- Guests are kindly asked to ensure that they arrive in the dining room at the booked time please. This is to enable us to ensure that guests do not endure unnecessary waiting times for food service.
- In the case of dinner, we hope guests will come down to the bar in plenty of time before their booked time in order to enjoy a pre-dinner drink. Please do leave plenty of time for this.
- Breakfast and dinner will be served in the recently refurbished main dining room. Bar lunches, afternoon teas and evening bar meals will be served in the cocktail bar, conservatory and in the Helford Lounge and, when the weather allows, out on our large, sunny terrace.

### Booking Activities

We encourage all our guests to book early to ensure you get the access you want to your favourite activities. You will be required to pre-book all activities and facilities before you can use them, including:

- Golf tee-off times
- Tennis courts
- Spa treatments
- Kayaking, stand-up paddleboarding and boat trips (all available from April).

### Room Service

- We provide 24-hour room service, including for food and drink. There is a charge for room service.

## Our Cancellation Policy

- Ever since the Government made it lawful for us to re-open in 2021, it has no longer be necessary for us to cancel anyone's booking, other than in exceptional circumstances. Since then, we have therefore reverted to our standard cancellation policy. What this means is that we reserve the right to rest on those terms and conditions if necessary.
- However, in the event any guest decides to cancel for whatever reason, in the first instance, we will not look to take any cancellation fee on the booking, but we will talk to you and look to postpone your booking and move it to a date in the future, and we will hold on to your deposit and put it towards the rearranged booking.
- Please note our policy with regard to group bookings. If a group of people make a booking, involving people from different households staying in different rooms, a situation may arise where one of the people from one household decides, for whatever reason, not to travel. This may make other members of the group feel they also do not want to travel. In such an event, if the other members of the party remain well and yet still decide not to travel, they should not expect any refund of their booking.

## Check-Out

Our new check-out procedures are designed to minimise the time you need to spend at the reception desk, if any at all, and allow you to check-out remotely whenever possible.

You will be invited to check-out using our guest app, which will allow you to see your room account and pay via a secure credit card payment facility or you can link here <https://guestservices.dbsoft-booking.co.uk/CHKBeta4/budockvean>. This can all be done without visiting reception and from the comfort of your hotel bedroom. You can, of course, call reception should you have any queries.

- For all guests who have successfully paid and checked-out remotely, we kindly ask that you make a brief visit to reception to confirm that you are leaving the hotel.
- For guests who are unable to use the app, please check out at the hotel reception.
- You can still take advantage of our 'pay in advance' discount for your next booking. If you have enjoyed your stay and want to book again, please ask reception
- Porter assistance is available to departing guests. Please do call reception to request a porter.
- We kindly ask all guests to open the windows of their accommodation as much as the weather allows, both during their stay and when they depart, in order to ventilate the room.

## 3. Our Employees, Training and PPE

### How are we Monitoring the Health and Well-Being of our Staff?

- Every day, our senior staff and heads of department will carry out a short health and well-being check with all our staff.
- Staff will be asked about how they are feeling, both physically and mentally, and whether they are experiencing any symptoms of coronavirus, however mild, and whether anyone they live with is showing any symptoms.
- Our staff are all encouraged to take lateral flow tests twice a week.
- All our staff know that they need to be honest and open about how they are feeling and report any potential symptoms immediately they sense anything.
- If we have any doubts about the wellbeing of a member of staff, we will ask them to take a lateral flow test and return home and isolate if necessary, following the current government guidelines.

## What is Our Policy Regarding Mask Wearing?

### Guests and Members

All guests and visitors to the hotel, with a few exceptions noted below, are encouraged to continue to wear face masks in all indoor public areas of the hotel at all times, with the exception of when guests sit down to eat and drink. This does not apply to children under 11 or those with a medical or other government recognised exemption.

We would draw particular attention to our corridors and stairwells, which are quite narrow in places. We do also kindly request that our guests wear face masks when having spa treatments.

### Staff

Our staff are also encouraged to continue to wear face masks.

## 4. Enhanced Cleaning Regimes

### Cleaning and Disinfecting All Areas of the Hotel – Our Two Stage Plus Approach

We have built upon our excellent record for cleanliness and hygiene and enhanced our cleaning and sanitizing regimes. We will continue to make the following commitment to all our guests:

- All areas of the hotel, including all guest accommodation, all public areas and all work-spaces will be thoroughly cleaned and disinfected regularly.
- All guest accommodation, once cleaned and disinfected, will be sealed to ensure the guest accommodation cannot be accessed or contaminated prior to guests' arrivals.
- Whilst cleaning all areas and rooms, we will open as many windows and doors as possible, for as long as possible and as the weather allows, to ventilate all areas of the hotel as much as possible.
- We will target high-touch surfaces and areas such as table surfaces, taps, toilet, bathroom counter and switches.
- Our Two-Stage Plus process dictates that, first of all, we clean all surfaces and remove any contaminant, dust or debris by wiping them with hot soapy water or a detergent cleaning spray.
- Stage Two demands the use of high-powered, surface-appropriate disinfectant to destroy any bacteria or virus, including coronavirus.
- Our disinfectant is a structured aqueous ozone product called Tersano SAO. Please refer to the specific section about Tersano, which provides with more detail about what it is and how it works.
- After we have completed the thorough Two-Stage cleaning and disinfecting process, we will then apply the third stage; the "Plus" bit. At the very end, after everything else in the guest bedroom is complete and it has been checked and approved, we will spray the room with Tersano SAO, using our brand new Ultra Low Volume sprayer.
- All our laundry and bedding will be washed at high temperatures with the use of qualified detergents, either in our own laundry or by our local laundry company.
- If we have any evidence that any accommodation has been occupied by anyone showing symptoms of COVID-19, once that accommodation has been vacated, we will immediately lock that accommodation for a minimum of 72 hours, prior to then re-opening, cleaning and disinfecting it.
- We will clean all our public areas at least twice a day and all our public toilets at least 3 times a day.

### Disinfectant - Tersano SAO

- We have installed a new disinfectant called Tersano SAO, a stabilised ozone-based product, proven to kill enveloped coronaviruses just like COVID-19.
- It is water based, making it safe and environmentally friendly and it will be discharged by re-useable spray bottles.

- It will be used as the disinfectant in stage two of all our Two-Stage cleaning throughout the hotel and for the additional spraying phase.
- We will be producing the disinfectant on site at the hotel using the Tersano SAO generator.
- If you would like to find out more, please use the following link to the Tersano website, where you will find a short video describing how it is produced: <https://www.tersano.com/>

## 5. Plentiful Hand Sanitisers

### Hand washing and/or Hand Sanitising

- We would like to encourage all our guests and all our staff to please wash their hands or hand sanitise when leaving home and then when arriving at the hotel and to continue to do so at regular intervals throughout every day of their stay.
- There are about 130 wall-mounted hand-sanitiser dispensers located in all areas of the hotel, all of which carry a notice reminding everyone to please hand sanitise. They dispense a 70% alcohol gel.
- We have ensured that soap and disposable paper hand towels are readily available in all our public toilets, along with pedestal bins with lids, in which to dispose of the used paper hand towels and any tissues.
- We have further ensured that all staff have access to soap and hot water, along with disposable paper towels and if not, all staff have access to hand sanitiser gel either from wall-mounted dispensers or from pump action bottles.

## 6. Social Distancing and Management of Public Areas

### Social Distancing

We encourage all guests, visitors and staff to please continue to maintain a reasonable social distance at all times and in all areas within the hotel, as far as they possibly can.

## 7. Food and Drink

### Lunch, Afternoon Tea and Evening Meals in the Cocktail Bar, Golf Bar, Conservatory, Lounges and on the Terrace

Breakfast and dinner are served in our main restaurant and we will be offering the usual range of tasty meals and delicious cream teas from the Cocktail Bar during the day and evening.

Guests are required please to book for breakfast, lunch and evening bar meals, as well as dinner in the main restaurant.

## 8. Enjoying the Facilities of Budock Veian Safely

### Golf Course and Tennis Courts

Our golf course and tennis courts are open and operating safely without incident. It will continue to be the case that guests and members can only play if they have pre-booked a court or a tee-off time.

### Golf Shop

The golf shop is open and ready to help you with any golf or tennis related questions. As our golf shop is small, we kindly encourage you to continue to wear a face mask whilst in the golf shop.

## **Swimming Pool, Hot Tub and Sauna**

The pool, hot tub and sauna are open from 7am to 10pm daily.

Guests and members are not required to book swimming times.

We have one lane in place for those who prefer a lane to swim in.

We are also retaining the two additional changing spaces for the time being. Hotel guests are recommended to change in their bedrooms.

We ask all users of these facilities to please read and adhere to the safety notices for use of the pool, sauna and the hot tub.

Any members and guests suffering from or showing symptoms of COVID-19 or who live with someone suffering from or showing symptoms of COVID-19 must self-isolate & stay away from the hotel and the swimming pool.

Members and guests who are vulnerable or who have underlying health issues are advised to heed government advice.

## **The Natural Health Spa**

The Natural Health Spa is open, offering a range of treatments such as massages, facials, manicures and pedicures. All our spa visitors will be provided with our new guide for keeping our spa guests safe when they book and this will also be available via our website.

## **The Gardens and Grounds, Wooded Valley Garden and Foreshore**

We are blessed, particularly at this time, by having 65 acres of stunning grounds and a golf course, as well as lots of great facilities.

In addition, you can connect directly to the coastal footpath from our grounds and enjoy the magnificent views of the Helford River from the magical network of local footpaths, details of which you can get from our reception team or from our new guest app, Vamoos.

Even in the height of summer, our area still enjoys an undiscovered quality, and you can find hidden beaches and coves, which can remain sparsely populated.

## **Foreshore, Kayaking, Stand-Up Paddle Boarding and Boat Trips (all available from April)**

- We invite you to explore our grounds and venture down to our private foreshore from where you can go kayaking, hire a SUP or take a boat trip on the Hannah Molly (please note these activities do not operate all year round and are due to re-open in April. Please do check with the hotel reception).
- Tom and Hetty, who operate the boat trips, SUPs and kayaking adventures have produced safe operating procedures.
- You can pre-book your trip by calling reception or by using our guest app to contact Koru Kayaking or Helford River Cruises direct.
- Down at our peaceful foreshore you will also find our sun lounge, which provides a lovely spot to relax with a good book. The foreshore also has its own toilet.