

Risk Assessment and Touch Point Assessment

All touch points in the rooms are cleaned and disinfected as follows. Cleaning is carried out once our guests have checked out and following this comprehensive cleaning rooms remain empty for a minimum period of 72 hours to ensure the safest possible environment.

Items that are cleaned and disinfected:

Hair Dryer, Kettle, Bedside Light x 2, Light Controls, Clock x 1, Tea and Coffee jars, Light Switches x 2, Radiators, Shower (Cubicles, Doors, Handles, Taps, Hoses, Shower Heads), Basin (Bowl, Taps, Plugs, Mirrors, Toilet (Seat, Pan, Cistern, Lid, Handle, Brush) Toiletries. TV (Screen and Remote Control), Wardrobe, Cupboard and Drawer Fronts, Room Fridge, Sweetener Container, Window Locks and Handles, Table Tops, Guest Directory, Case Stand, Door Handles

Dishwasher Cleaned:

Cups x 2, Teapot x 1, Teaspoons x 2, Teaspoon stand x 1, Glasses x 4, Glass Water Bottles, Milk Jugs

Items that are laundered:

Pillow cases x 4, Duvet Cover, Bed Sheet, Valance, Mattress Protector, Dressing Gowns, Towels x 6, Face Cloths x 2, Make Up Towels x 1 Hair Straightener Mat, Shower / Bath Mat

Items that are spray disinfected only:

Curtains, chairs, cushions, carpet,

Items Replaced / new:

Soaps, Toilet Paper, Bottled Water, Biscuits, Nuts, Milk Ear Plugs, Pens

All common areas such as hallways, bannisters, hand rails, door handles, table tops, fire extinguishers, hallway light switches etc are cleaned and disinfected as a minimum twice daily including our umbrellas as required.

We do encourage our guests to wear a face covering where appropriate and in line with local guidance in force and we will advise if this should change.

Hand Sanitiser is provided in each room as a personal item and in common areas for use during your stay as a minimum on entry to Abbey House, and before entering our breakfast rooms.

In all cases either we touch it, or you do – but never both of us!

We will strive to offer the safest environment both for our guests and for us

It is however important that our guests feel able to relax and to this end we have tried to keep as many of the small and detail changes behind the scenes as we can – if you should have any question or concern then do let us know. We always welcome any improvements that guests tell us about both now in these strange times and at any time during a stay.

We will provide an invoice as per usual but we will not have touched it by hand, and we welcome payment by cash or credit card.