

SYKES HOUSE B&B AND COVID-19

We are very much looking forward to welcoming you to Sykes House Bed and Breakfast. However, following government COVID-19 guidance on cleanliness and social distancing we have had to implement additional measures to ensure you feel safe and secure when staying with us. We hope you will feel comfortable with these changes, if you have any concerns or questions please discuss them with us.

Due to the constantly changing nature of the guidance and advice, practices will be continuously reviewed and immediately updated. The information detailed below may therefore change without notice.

As we are managing a Public Health issue, only through the collective efforts of us and our Guests can we successfully combat the spread of Covid-19 and keep each other safe and healthy. We ask that guests take personal responsibility for their own wellbeing as well as being respectful of ours.

If you have any Covid-19 symptoms such as fever, persistent cough, or loss of taste and smell, prior to your arrival we ask that you contact us, and allow us to reschedule your stay or refund any deposit paid. PLEASE DO NOT ATTEND. If you have been in contact with anyone who has/may have Covid-19 please reschedule your stay or arrange for a refund. PLEASE DO NOT ATTEND, If you begin to display symptoms consistent with Covid-19 during your stay we will request that you CHECK OUT IMMEDIATELY AND RETURN HOME. You will only be charged for the nights you have stayed with us.

Sykes House is run solely by Alison and Michael therefore if we present symptoms of Covid-19, then we would have to self-isolate and cancel current guests' reservations. This will mean that any guests part-way through their stay with us, would have to depart. If the above scenario happens, we will only charge for the nights that you have stayed with us. We will notify guests due to arrive during our isolation as soon as possible and rearrange the reservation or arrange a full refund.

ON ARRIVAL

Check-in is between 16.00 and 19.00.

On check in please note that we are in a Grade II Listed building with a single entrance and single staircase, and guests need to be aware that we are unable to provide a 'one way system' through the building and to the guest rooms. Therefore we ask you to remain vigilant in observing social distancing. Guest room keys and entrance key will be disinfected and left in your room prior to your arrival.

Provision of hand sanitiser is located at the bottom and top of stairs.

YOUR ROOM

Your bedroom and bathroom will have been cleaned and sanitised. Extra attention will have been paid to regular touch points including door handles, light switches, hairdryer etc. The TV remote is in plastic which will be replaced ready for each new guest.

Cushions and extra blankets have been removed. However, they are in your wardrobe should you require them. Please leave them out if you have touched them so we know to clean them ready for the next guest.

Our bed linen and towels are washed at 60°C. The mattress, duvet and pillow protectors are removed and washed after every guest.

Tea trays are replenished with fresh teabags, coffee, sugar and milk and bathrooms are replenished with fresh toiletries on every room change.

Daily servicing of bedrooms has been suspended. Please leave any rubbish bags and dirty crockery/glasses on the windowsill on the landing where they will be replaced with clean ones.

At breakfast you will be offered tea bags, milk extra toiletries etc and of course we are normally around during the day if you require anything else.

Fresh towels are available on request.

We are more than happy for you to bring your own pillows if that would help you feel more secure, if you do use your own please place ours in the wardrobe.

BREAKFAST

You will be asked to pre-order your breakfast and book a time, this will help to maintain social distancing. Self service of juice and cereal has also been suspended but you will be offered these as table service.

CHECK-OUT

Please check out by 10.00am. This is earlier than usual but will help us do the additional cleaning.

Please open your window wide as you leave the room and bring your keys downstairs so they can be disinfected.

Online payments are preferred, we will ask before using any card details you have submitted online. Facilities are available to use other cards, cash is accepted.