

Ellen House B&B

Making reopening possible - information about our COVID-19 compliance measures

We are looking forward to welcoming guests to Ellen House again from July 4th 2020, implementing recent guidelines issued by the Government. These measures aim to allow us to welcome guests again in the safest possible way.

Booking your visit

Deciding to book can be difficult at the moment, but we know that guests are thinking of having a break, so we will keep that in mind when you make a booking and be as flexible as possible. Payment will be **contactless** and statements will be done **electronically**.

Safe Environment

We want your **stay at Ellen House** to be as safe as possible, so we will continue our usual **rigorous cleaning** regime with added measures in accordance with guidelines presently available. We have carried out a risk assessment and implemented Safe Hygiene and Cleaning Practices in order to achieved the Visit Britain “**We are Good to Go**” Industry Standard Certification. We have implemented the following measures to make your stay as safe as possible:

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- We will have **alcohol- based sanitisers** by the front door.
 - In addition to our usual rigorous routine **hi-touch areas in your room** such as door handles, back of chairs, edges of tables, light switches, kettle handles and remote controls will be disinfected prior to your arrival and upon request during your stay.
 - We will be using a **protecting cover** for remote controls and discard them after your departure.
 - **Cutlery and crockery** will be washed in the dishwasher at 60 degrees C.
 - **Card machine** will be disinfected every time it has been used.
 - **Bathrooms** will also be cleaned following our usual vigorous cleaning programme with special attention to taps and toilet flush handles.
 - **Hi-touch areas in communal areas**, such as door handles, back of chairs, edges of tables and banisters will be cleaned on a regular basis.
 - We use **industry approved** anti-viral cleaning products.
 - As far as our **linen** is concerned, we have confirmed that our laundry company follows the correct guidelines. Linen is washed at **60 degrees C**, sealed in bags and delivered to us.
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- it goes without saying that **ALL** linen on the beds will be **changed** between each visit.
 - As part of our cleaning routine, **rooms** will be well ventilated before your arrival.
 - We will **remove items** that cannot be effectively disinfected such as clock radios, big containers of toiletries, tissue boxes, and dressing gowns. This will allow us time for **effective disinfection** in between arrival and departure of guests.
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Social distancing

As Ellen House is a small business run by just the 2 of us, there is not a big staff component, making it much easier to adhere to **social distancing**. Although social interaction is at the core of our business, we have to adhere to social distancing rules applicable at the moment. Therefore, we will implement the following procedures:

- To avoid contact in the dining room we are going to stagger the breakfast times to **reduce/avoid contact** with other guests.
 - We will only use 3 tables and they will be **spaced** to adhere to the social distancing of 2 metres between each table.
 - Each table normally has its **own individual portions** of butter, yoghurt, preserves and milk but we will add individual portions of orange juice and cereals as well, so you can be certain that it did not come into contact with any other guest.
 - We are lucky that we have a **lovely garden** with **4 separate** seating areas, so our guests can adhere to social distancing while sitting outside to admire our great views over the local countryside.
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Enjoying your stay in the **Peak District**

We are sure that all tourist attractions in the Peak District will adhere to strict measures to make your stay as safe as possible, so you will still be able to use the great outdoor spaces we have. There are many lovely **quiet spots** that are not as busy as the main tourist hot spots that we can direct you to, so you can still walk in our lovely country side. We are looking forward to **welcoming guests to Ellen House again**, and will strive to make your stay with us as enjoyable as it can possibly be.
