

The House of Bread at the Mill

Burmington Shipston-on-Stour Warwickshire CV36 5AF
01608 663952

contact@thehouseofbread.org www.thehouseofbread.org

Covid-19 procedure

As the Covid-19 situation continues to be an ongoing and developing reality for all of us, at The House of Bread we have worked hard to implement the government guidelines and regulations relevant to us, to do all that we can to help our guests feel safe whilst maintaining a warm and friendly welcome. We shall continue to follow all future government guidelines.

The wellbeing of our staff, volunteers and guests is our highest priority, and we are grateful that we have had no reported cases of the virus amongst our staff and volunteers.

Precautionary measures we are putting in place

We can reassure guests that the following measures will be in place when they visit and that we are continually reviewing our procedures to ensure we are working in line with government guidelines:

- Enhanced cleaning regimes in public areas and bedrooms.
- Hand sanitiser stations at entrances and throughout the centre.
- A maximum of 30 guests allowed at any one time to allow for adequate social distancing.
- Social distancing measures in place throughout the centre.
- Single occupancy of bedrooms unless guests are part of the same household.
- We aim to quarantine all bedrooms for a minimum of 24 hours between guests.
- Guests to wear face coverings or clear visors in all indoor communal spaces unless eating or drinking (consideration will be made for anyone who cannot wear one). Guests requested to bring their own face coverings.
- Avoid physical contact with guests and each other, not shaking hands, giving hugs, etc.

- Regular updates and briefings for staff.
- Three weeks prior to your visit we will supply a copy of our Covid-19 Risk Assessment if requested to do so.

Booking terms and conditions

Guests must agree to

- abide by all government guidance and Covid-19 related measures that The House of Bread puts in place to protect guests and staff, including wearing PPE where appropriate.
- inform us prior to their stay if they have, or have had in the last 14 days, any Covid-19 symptoms (including but not limited to: high temperature, persistent dry cough, shortness of breath, loss of taste and/or smell) and understand that in line with government guidelines they will then need to self-isolate and not come to The House of Bread. If part of a household where someone else has/had symptoms or they have been advised to self-isolate through the track and trace system, guests will need to self-isolate for 14 days before coming. It is suggested that guests take their own temperature, if at all possible, prior to leaving home on the day of their arrival at The House of Bread.
- bring their own Bibles, notebooks, pens, etc.
- advise the Centre Manager immediately if they develop symptoms during their stay and remain in their bedroom until advised further, understanding that they may be advised to leave The House of Bread and return home to self-isolate.
- providing their contact details and understanding that these will be retained for a minimum of 21 days and given to the NHS test and trace service if necessary.

Group leaders are responsible for

- enforcing the conditions above.
- providing The House of Bread with a copy of their own risk assessment, a template can be provided if required.
- obtaining guest details for the purpose of Track and Trace.

Cancellation terms

- Guests will need to read through and accept the additional guidelines, terms and conditions we put in place confirming a booking with us, and making a deposit.
- Our normal booking policy applies when The House of Bread re-opens, i.e. all deposits are non-refundable, but can be transferred if enough notice is given.
- The House of Bread reserves the right to cancel any booking that has been reserved or booked. Should this occur, we will endeavour to inform you as soon as we can and outline any options available.

We trust that these measures reassure you ahead of your stay with us. If you have any questions you are very welcome to contact us. Come and be refreshed, restored, renewed ...

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