

Coronavirus / COVID-19 Statement

A message from us both as Owners

15/06/2020

WE LOOK FORWARD TO WELCOMING YOU BACK TO OUR PEBBLE HOUSES

Dear friends of Pebble House,

We really hope everyone has managed to stay safe and healthy during this extremely testing period.

Life has changed for us all over the past few months and we, like you, have been doing our best to navigate the new 'norm'.

We closed our doors in line with the Government directive back in March along with the rest of hospitality to keep our staff and guests safe, but we are itching to reopen this summer.

Until the Government confirms its position on dates and procedures for hospitality businesses, we are unable to confirm exactly what facilities we will be able to open, how many guests we're able to accommodate at any one time and the exact date of re-opening.

The date currently being **suggested** is Saturday 4th July, and if that is the case and safety measures are workable for both Pebble House & Little Pebble House then we will open our doors on that day and welcome our Guests

We really can't wait to welcome you all back and whilst observing our stringent safety measures, aimed to create the same fun atmosphere and warm welcome that we have always hoped to deliver.

We would like to thank you for all the countless messages of support and the patience that you have shown us during this challenging time.

Regards

Andrea & Simon Copper

Owners

When can I stay?

We are taking new bookings for both Pebble House's for exclusive use Self-Catering Guests and Pebble House for B&B Guests from Saturday 4th July onwards, but please be aware that this is conditional and subject to change.

We will be doing our best to respond to all enquiries as soon as we can, but we do suggest that where possible you make your bookings and enquiries online.

And the good news for 2021!

Due to high demand, we have opened bookings for 2021 so that you can get planning all those special occasions or last-minute getaways that you have missed with family and friends this year!

All 2021 B&B rooms and exclusive use Self-Catering rates have been fixed at 2020 prices for all bookings so that you can guarantee you will only be spending what you will have spent this year.

Can I use a Gift Voucher?

We have extended the validity of all Gift Vouchers that expired whilst we are closed, or that are due to expire later this year so that you are still able to use them at Pebble House.

All Gift Vouchers that are due to expire in 2020 have been extended by 6 months into 2021.

All Gift Vouchers bought during our time of closure will be valid from use from Monday 4th July 2020.

Booking

What happens if I need to cancel or amend my dates?

B&B bookings when booked direct with Pebble House made on or before 30th June 2020 for travel before November 30th 2020 can be transferred or cancelled up to 14 days prior to arrival, with a liability of a non-refundable 25% administration fee

If you need to cancel or amend your B&B booking within 14 days of arrival due to COVID-19, for bookings made direct with Pebble House on or before 30th June for travel before November 30th 2020, we can transfer your booking to another suitable date, however rates may differ between dates.

Any cancellations or amendments within 14 days, that are not as a direct result of COVID-19, will result in our retaining the full charge for your stay.

If we are forced to close Pebble House due to COVID-19 and English Government regulations, bookings for B&B stays only within the given closure period and booked direct with Pebble House, can be transferred at no charge to a future date within 1 year of the original arrival date or refunded with the liability of the booking fee

T&C's can be found at foot of website



What should I expect when I visit?

The experience may look a little different in this new normal, but we hope it will feel the same; ultimately, it will still be our people caring for you and delivering the same attention to detail and personalised service that you are used to at either of our Pebble House's. We want to reassure you that we're putting measures in place to keep you and our staff safe so that you can confidently enjoy a stay with us.

We'll carry out these measures in a way that is true to who we are, so whilst the health and safety of our team and guests is our absolute top priority, we still want you to be able to relax in a space that feels familiar. We're still shaping the finer details, and as soon as we're able, we'll get as much information out to you all about your upcoming bookings, new booking enquiries and what visiting us might look like.

In the meantime, if you would like to find out more about our commitment to keeping everyone safe whilst they're with us read on below...



Guidance, best practice & assessment

We're following all government guidelines and working on best practice measures within the hotels. Once confirmed, we'll complete all necessary risk assessments and certification to validate our policies; all procedures and assessments will be constantly reviewed and updated where necessary in line with government guidelines.

We firmly believe this needs to be a joint effort between our team and our guests, so we urge you to please use maximum common sense to play your part in keeping everyone safe. In return we will be doing the same for you. Importantly, we will not be allowing any of our team members displaying symptoms inside our hotels and we would ask you to exercise the same cautionary approach.



Our teams, suppliers & partners

We'll make sure that all of our suppliers, partners and ourselves are fully aware of our commitments and ask them to comply with our procedures and requests to ensure the safety of our staff and guests.

- Us and our staff will be trained in new health and hygiene related procedures and their responsibility to guests and fellow members of staff.
- New HR policies and processes have already been implemented so we're prepared for our staff to return to work.
- We'll take all reasonable steps to follow the Government's Covid-19 Secure Workplace Guidelines.
- We're communicating with key suppliers and partners, to ensure that their policies and systems relating to health and hygiene meet our high standards.
- We'll supply all necessary PPE as required, specifically to kitchen and housekeeping teams.



Keeping you in the know

We'll continue to be honest, transparent, and up front with you - updating and sharing information with you as soon as possible.

- We'll share our plan for re-opening, including all measures and procedures that have been put in place, on our website and with all bookings ahead of their arrival.
- As we hear the latest Government directives, we'll update all our pre-arrival email communications to provide additional information relating to health and hygiene.
- All guests will be called in advance of their reservation to confirm the details of their stay and to clarify the procedures that we've put in place at that particular House ahead of their arrival.
- We are equipped with all information regarding staying at both Pebble House's and will be able to answer questions that you might have.



Capacity and breakfast

We'll adhere to Government guidelines and restrictions relating to capacity, and while physical distancing is required our restaurants will be operating with a reduced number of tables, so availability will be limited and we will be operating a pre-booked time slot for Breakfast for our B&B Guests. Due to the constantly changing nature of this guidance, we will be continuously reviewing our procedures related to capacity.

In a Breakfast Room it is virtually impossible to remove every risk. Therefore, our policy is to mitigate the risk through best practice and risk assessment. We'll take all necessary measures to deliver minimum contact, ensure hygiene standards and physical distancing.

- Breakfast will be served at guests' tables fully serviced a la Carte
- We'll ask our guests to pre-book their Breakfast time slot on arrival to support social distancing
- A menu will be available for guests to peruse in their rooms to pre-order – we've sadly had to forgo table ordering to speed this up for both Guests and waiting staff
- Tables will be positioned the required distance apart in our Breakfast Room in line with the latest government guidelines.
- Hand sanitiser will be available on every table.
- You will notice a number of other small changes have been put in place to maintain hygiene standards



Cleaning

- As a B&B with a Breakfast Room and exclusive use Self-Catering properties, we already operate with strict cleaning and health and safety measures, but we will now be taking extra steps to ensure that all areas are deep cleaned, sanitised, disinfected and compliant.
- All staff will be trained in these new standards and timings of cleaning.
- Check In for B&B Guests will now be from 4pm at pre-agreed personal Check In time slots allowing for the extra time required to deep clean guest bedrooms
- Check In for our Self-Catering Guests will now be from 5pm with Check Out by 9am, to allow for more time in deep cleaning the whole house
- We'll provide hand sanitiser for staff and guests at the main entrance to each property with liquid hand soap in abundant supply in all ensuite bath/shower rooms, kitchen and utility rooms throughout the properties
- All public areas are cleaned and disinfected many times per day



Physical Distancing

Maintaining a physical/social distance from others is absolutely essential to stop the spread of the virus, but we believe it does not mean we can't be sociable and you can't enjoy interacting with us.

We'll always adapt our service style to adhere to Government guidelines, and have adjusted table layouts in our Breakfast Room for B&B Guests, to allow for the required distancing policy.

We love our Houses being a bit different, but this can make it difficult for hard and fast rules. We'll ask our guests to please use common sense and be responsible for your own physical distancing during your stay when moving around the House for the wellbeing of both you, other guests and us. We will be asking our staff to do the same for you and of course ourselves.



Checking In and Out

We're working on adapting the Arrival, Check In and Check Out process to speed this up, to support social distancing and to ensure the safety of all guests and ourselves and in full compliance with PHE/WHO/English Government regulations and policies.

For B&B Guests:-

- we will be operating a pre-booked personal check in time slot from 4pm
- all Guests will be contacted several times before arrival requesting the necessary information as required for full compliance to ensure you still enjoy a wonderful stay with us
- during your stay, we will be providing information on our Check Out process

For exclusive use Self-Catering Guest:-

- we will be operating a pre-agreed time slot after 5pm with only two Guests present for the House acquaintance Check In
- the Lead Guest will be contacted several times before arrival requesting all the necessary information for every member of the party staying as required for full compliance from both parties
- during your stay we will be providing information on the Check Out process and to comply with the extra deep cleaning now required, Check Out time now will be by 9am

All Guests will be contacted with details of exact procedures in advance of their stay.

Please kindly bear with us and we are new to all of this too – Thank You 🙏 🙏