

Terms and Conditions

The Quarry House has always been a welcoming place to stay, however, along with everyone else we've had to put some new measures in place for the safety of our guests. We've been accredited with the "We're Good to Go" scheme supported by Visit England, meaning we've re-evaluated our risk assessment, cleaning procedures, and social distancing measures relating to COVID-19.

So, what does this all really mean?

To enable us to easily manage social distancing we're restricting bookings to just one room for a little while. It's a self contained room just next to our house. We hope this will reassure our guests that they have no concerns about being too close to anyone else. You will still be able to contact us throughout your stay.

Check-in details will be requested online just before your arrival date to avoid too much face-to-face contact when you arrive. You're welcome to check-in any time after 3pm but we would appreciate an approximate time of arrival. We'll greet you as we usually do, just with a little more distance between us. Your room keys will have been disinfected and will be in your room door. Unfortunately, we will be unable to help you with your luggage.

Breakfast

We'll still be serving our delicious breakfast but, for the meantime, in a slightly different way.

In your room will be most of your breakfast items – either on a shelf or a mini fridge. Your freshly cooked breakfasts will be delivered to your room for you to enjoy there at the table in your room. We ask that you to pre-order everything the night before in order to help us out.

We'll be either disposing of, or disinfecting and reusing all unused consumables, whichever is appropriate. All crockery, cutlery, and glassware will be washed at a high temperature in a dishwasher, even if it has not been used.

Cleaning

We already have thorough cleaning procedures in place but extra sanitising and disinfecting will take place between bookings. Particular care will be taken with room keys and high use items such as doors, light switches, and handles.

The room will be left empty for at least 48 hours between bookings and then deep cleaned.

All hard surfaces, curtains, headboards, and mattresses will be steam cleaned, sanitised, or disinfected between bookings.

We'll either remove or quarantine and rotate all extra room items such as cushions, books, and maps.

All tea tray items, including the kettle, will have been removed and either replaced or quarantined, whichever is appropriate. Mugs, spoons, and glasses will be washed at a high temperature. Consumables, such as tea tray items, toiletries, and toilet roll will be

replaced between bookings, even if unused.

Bedding and towels will be washed at a high temperature. Duvets, pillows, and all protectors will be changed between bookings.

We will not be coming in to your room to clean during your stay so as to minimise the risk of transferring any germs. You will naturally be able to ask for any extras you need during your stay.

We always allow fresh air to blow through all of our rooms and your room window will be opened before your arrival. We encourage you to have the window open as much as possible.

Payment

Payment due, less any deposit paid, will be required before or on the day of arrival. This will include any extra meals that you have ordered. Payment can be made only by bank transfer, PayPal, or by card over the phone.

Check-out

This remains the same, 10am on the day of departure. The room keys should be left in the door lock and we ask that you leave all windows open.

COVID-19

We want everyone to stay well by trying to minimise the risk of the virus entering the property.

If within 14 days prior to your check-in date you have:

- Had COVID-19 symptoms or have tested positive for the virus
- Knowingly come into contact with someone who has had COVID-19 symptoms or has tested positive for the virus
- Been asked to self isolate by the official test and trace service

you will not be allowed to check in and you will be asked to return home as per Government guidelines.

If you need to cancel your booking because of any of these reasons we will be happy to rebook your stay for another time and you will not lose your deposit.

If, while you're with us, you are asked to self isolate by the test and trace service you'll be asked to return home as soon as possible.

Should you be unable to go home and need to stay with us to self isolate then we will have to charge for any extra nights you spend here, as well as for any food or medical supplies that we deliver to you on a daily basis. You will of course have to stay in your room at all times during isolation.

Sanitiser will be available by the front door on arrival for use straight away and there will be a hand sanitiser dispenser in your bathroom.

Cancellation Terms

You will be required to cancel your booking if, within 14 days prior to your check-in date, you have:

- COVID-19 symptoms or have tested positive for the virus
- Knowingly come in to contact with someone who has had COVID-19 symptoms or has tested positive for the virus
- Been asked to self isolate by the official test and trace service

We will then happily reschedule your stay and transfer your deposit.

If we have to close as a result of COVID-19 we will refund all payments made in full, unless you want to reschedule your stay.

Otherwise, cancellations with more than 14 days notice will result in the refund of all deposits paid. Cancellations with 7-14 days notice will result in the just the deposit payable. Cancellations with less than 7 days notice will result in the rest of the balance due.

As always, we recommend that our guests have travel insurance.

By continuing with your booking, you are stating that you have read and understood these terms and conditions, and will adhere to all new measures

