

Dear Guest

We would like to reassure you that as the impact of the COVID-19 pandemic continues to evolve, we are taking all precautions necessary to ensure the safety and security of our valued guests and team here at The Bull Inn in these challenging circumstances.

**What we are doing :**

We continue to monitor the situation very closely and are fully committed to following the Government's and WHO's guidance and procedures to ensure we are doing our utmost to create a safe environment for all concerned. To this end we have put in place the following additional measures to maintain the highest standards of cleanliness and hygiene which include:

- Implementing a rigorous cleaning schedule ensuring all surfaces are cleaned regularly and that the use of disinfectants is continued throughout The Bull Inn including the use of antibacterial hand sanitizers.
- Ensuring suitable distances between tables in our seating arrangements.
- Keeping up to speed with updates in guidance from the WHO and Government on a daily basis, reviewing our procedures in light of any changes, and communicating these to all staff in daily briefings so that they are fully informed on the latest news about the pandemic and any further information they may need to ensure we are operating as safely as possible.
- Changing to an almost cashless property for the foreseeable future and encouraging use of our contactless card machines where appropriate.

**What we ask of our guests :**

- Please follow the Government's guidance for staying safe including washing your hands with soap and water often for at least 20 seconds and/or using a hand sanitiser gel. Further information can be found at [www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public](https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public).
- Stay up to date with current local and national advice.
- Change your plans to visit us if you are feeling unwell.
- If you have recently returned from one of the countries listed on the Government's website, please only book in to see us once you have followed the advice provided.

### **Your Booking(s) :**

We are fully aware that in this uncertain time additional flexibility will help support your travel plans. We have therefore decided to amend our Cancellation policy effective from 16 March 2020 until 30 April 2020 as follows:

- **For existing room reservations:** all existing reservations due for arrival before 30 April 2020 can be changed or cancelled at no charge up to 48 hours before your scheduled check in date. Any paid monies can be transferred to another booking to be taken before 1<sup>st</sup> of December 2020. For any cancellations within 48 hours of your scheduled check in date, all monies paid will be forfeited unless the dates are fully resold.
- **For new room reservations:** all new reservations booked between 16 March 2020 and 30 April 2020 for any future arrival date before 30 April 2020 can be changed or cancelled at no charge up to 48 hours before your scheduled check in date. For any cancellations within 48 hours of your scheduled check in date, all monies paid will be forfeited unless the dates are fully resold.