



Many thanks for booking with us here at Riverbank House and we really look forward to meeting you. Following recent Government Covid-19 guide-lines we have amended our check-in procedures. Please see below so that you aware of what to expect on arrival at Riverbank House.

Arrival, check in and check out procedures

- Arrival and check in procedures will be emailed to guests on confirmation of booking.
- We require payment card details on booking. No money will be taken until the day of arrival.
- Check in is from 4.30pm – 7.30pm.
- We are limiting our room rental by 50%, to give guests and staff space to move around freely and within the social distancing recommendations.
- Each side of the house will have its own entrance door and dining room.
- Guests contact details will be taken prior to arrival. No registration form will be required on check in.
- Guests will be welcomed on arrival, at a safe distance. Staff/host will wear a face covering to minimise risk (if within 1-2M)
- Guests will carry their own luggage unless pre-arranged.
- All guests will be subject to a temperature check on arrival. Refusal to comply will result in non-entry. As guidelines suggest, if temperature is above 37.8 degrees we will not allow the guest to stay. No payment for the stay will be taken.
- If guests arrive with visible signs of Covid-19 they will not be permitted to enter.
- On entering the property guests will be asked to use the hand sanitiser provided.
- There will be an envelope for the guest to collect, with their room key and arrival pack.
- The arrival pack will have information regarding breakfast (please see breakfast section)
- After check in, staff will not enter the guest's room during their stay and rooms will not be serviced.
- On Check-out we ask that guests open their windows prior to leaving their room.
- Check out is 10am.
- Room keys will be left on the dresser by the front door on the relevant side of the house.
- We are leaving a suggestion sheet in each room to ask for feedback which we will collect from rooms.

7th July 2020

Our full risk assessment is available on our web site.