

The Penn Estate Covid-19 Policy - Updated 1st January 2021

We would like to reassure you about the terms of your booking and any payments made towards a booking during the current pandemic, along with the additional measures we are taking as the situation continues. The safety and welfare of guests and staff continues to be our main priority and these guidelines are subject to change in line with further government guidance.

Deposit Payment Security

Should your booking be unable to go ahead due to government lockdown measures being extended or reintroduced over your booked dates, you will be eligible for a full refund. We may also offer you alternative dates should you wish to postpone your booking, subject to availability of a mutually convenient date. This includes scenarios where total group numbers are restricted below your booked guest numbers, unless you still wish to go ahead with a smaller group booking. We do however request that your booking is made on the basis that all invited guests will be able to attend within the current government guidelines (in place for the duration of your stay) and cannot cover individual circumstances that may arise in the meantime. Should a member or members of your party be unable to attend because they themselves test positive for Covid-19, need to self-isolate, or if a guest or guests need to shield themselves due to existing medical conditions, the booking would still be expected to go ahead as planned as a smaller group and no refund would be available.

Arrival Process

We will contact you a week before your arrival to confirm the necessary process which will take place as either a remote check in or with just the main hirer and staff wearing appropriate PPE.

Guest Declaration

We require names and addresses of all guests before arrival to fulfil track and trace requirements.

Housekeeping

Our cleaning team is led by our Head Housekeeper Tanya, who has a wealth of previous experience with infection control from her senior role within a hospital environment. Her team will be ensuring that they follow the latest government guidelines and enhanced operating protocols to ensure extensive deep cleaning between each booking.

Staffing

Staff are already trained to assist each other in roles throughout the Estate so other team members will be able to step in for those that might need to self-isolate, without disruption to guest experience.

Suppliers

We have a great relationship with our suppliers and will be liaising with them closely in the run up to your stay. We will advise you in advance of any additional measures that may be necessary to ensure a smooth delivery with as low a risk as possible to guests and staff.

Should you wish to discuss any of these items in any more detail please do not hesitate to contact us.