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## Coronavirus (Covid-19) Statement.

Carno House B&B is a small family run business, letting up to 4 rooms at any one time and a maximum of 8 adults. The safety of our guests is a top priority and our mission is to provide a safe and comfortable environment. This is especially important during the Covid-19 pandemic.

The Welsh Government has provided strict guidance and protocols, which we are required to work within, with restrictions being necessary to help prevent the spread of the virus. As a result, we are having to make changes to our operations and are implementing new practises to protect the safety of our guests and that of Carno House B&B staff. This may result in a minor reduction to certain services that are normally available during your stay. This may include, but not limited to:

1. Social distancing practices, whereby only paying guests will be allowed on the premises.
2. Check-in will be managed to allow access to one room at any one time; unless arriving in a party whereby more than one room is to be occupied, e.g. a family.
3. Refreshments offered upon arrival will now only be available within guests' rooms.
4. Breakfast will be organised staggered sittings to maintaining social distancing, i.e. only two bedroom at any one time in the dining room.
5. Breakfast will be table service with produce being brought to you to minimise contact.

We will continue to maintain the highest quality of cleanliness while implementing stringent measures to ensure everyone's health. This will include, but not limited to:

- **Guest Rooms:** We will use cleaning and sanitising practises to all rooms during the changeover of guests. With particular attention to high-touched areas and items. No room cleaning service will operate during the time of stay.
- **Public Spaces:** We will increase the frequency of cleaning and disinfecting of public areas, with a focus on the dining area, stair bannisters, door handles and doors.
- **Back of House:** In the spaces where Carno House B&B operate "behind the scenes," we will increase the frequency of cleaning.

Our cancellation policies for direct bookings are most flexible, honouring a no-fee cancellations up to 48 hours prior to the day of arrival. If guests have booked via a third party, e.g. Booking.com, you are governed by their payment policies.

If you have any questions or concerns, we ask that you contact us directly.

Thank You.



'...comfort at an affordable price'

