

# COVID Precautions - Our Top Priority

At Colborne Bed and Breakfast, the health and safety of our community and our guests is our priority. To ensure that you feel safe and secure when staying with us, we want to share with you the steps and precautions put in place for your health and peace of mind.

These changes cover all aspects of our operations, including breakfast service, guest room and common area housekeeping, and sanitation, and supplement our already high cleaning standards. Our goal is to ensure the utmost in cleanliness and hygiene every day.

## **As Hosts we will do our part by:**

- practicing social distancing and wearing a mask when we interact with you
- washing our hands and using hand sanitizer frequently throughout the day
- maintaining our high standards in all parts of our home with enhanced cleaning procedures
- ensuring that our food service and preparation continues to be of very high quality and safety
- ensuring that breakfast is served with physical distancing priorities in place

## **As a Guest please do your part to minimize risks by:**

- social distancing from those not in your household
- washing your hands and using provided hand sanitizer regularly during your stay
- waiting until other guests have left the front entrance way or hall before entering
- wearing your mask in the common areas and when being served breakfast

## **Detailed Information about Our Enhanced Procedures**

Our safety protocols are developed from the Public Health Agency of Canada (PHAC), Public Health Ontario and recommendations by accommodation industry experts.

## **Check-in**

When you arrive Connie or Emilios will greet you and check you in. You will be directed to your room and given your sanitized room key. Any information you may need for your stay will be in your room upon arrival. As your hosts while you are in Goderich, we will be happy to answer any inquiries you might have. We will always maintain an appropriate social distance from you and wear a mask. All account charges will be manually processed during check in ensuring that it is done safely.

### **Breakfast Service**

- Please let us know if you would like to eat in the dining room or have your tray delivered to your room. Kindly text your name and preference to 519-562-1115 by 8:00 am or let us know when you arrive. Priority for the dining room is given to the smaller rooms, Cassidy and Caesar.
- Breakfast is our specialty. We will continue to offer a hot delicious 3 course breakfast prepared with local ingredients customized to your dietary needs.
- You can rest assured that all plates, glassware, and cutlery will have been washed in our dishwasher, sanitized, and stored safely.

### **Guest Amenities**

- We have compact fridges in our larger rooms. The Cassidy and Caesar rooms share a fridge and have a designated space for each room. Water and coffee cream may be found there. The door and surfaces will be sanitized frequently each day. We ask that you use hand sanitizer prior to use.
- Each room now has a Keurig machine, various coffees and teas, cups, sweeteners, and individual creamers.

### **Housekeeping Details**

- Our cleaning staff has been trained on our enhanced cleaning procedures. They will also practice social distancing for mutual safety. Staff are provided with face masks and protective disposable gloves for use when cleaning.
- Daily housekeeping service has been discontinued at this time.
- If you require fresh towels, more cream or coffee pods, or your garbage/recycling removed, please contact us and we will be happy to assist you.

### **Check-out**

We would love to say goodbye to you and thank you for staying. Please ring the inside doorbell and Connie or Emilios will be right with you. Your key can be left in the room and your door closed.

We hope that these details will help you to feel safe and secure while staying with us. Please talk with us if you have further questions. 519-524-7400

Sincerely,  
Connie and Emilios Gergolas  
Colborne Bed and Breakfast

*P.S. If you would like to be in touch to see what is happening in Goderich and at Colborne Bed and Breakfast throughout the year, please follow us on Facebook or Instagram.*