



## Health and Safety Protocol 2025

Dear Guests,

Since we opened our B&B with a view in 2017, our guests have complimented us on our cleanliness. This has been and will continue to be of uttermost importance to us. It was of especial importance during the pandemic and, as Covid 19 has not yet been eradicated and the variants continue to be highly infectious, we kindly ask that you please postpone your visit, if you:

- are exhibiting respiratory symptoms of any severity.
- have had contact with Covid-19 cases in the past 14 days.
- come from a region which is designated as a high-risk area by the Government

### Please also:

- provide us with your contact details prior to arrival (mobile phone number, address).

### Booking

- We will inform you prior to arrival about any rule changes which become applicable for your stay.
- In case of any new major Covid-19 restrictions not foreseeable at the time of your booking and which may even mean we have to close again for a period of time, you may change your booking free of charge. For paid deposits we will issue a voucher to be used at a later date.

### Arrival & Check-in

- Please inform us of a ca. arrival
- If you order a "Cream Tea" as an add-on for your day of arrival, everything will be ready and waiting for you. Tea or Coffee will be freshly made of course after your arrival.
- We will welcome you personally, as always, and will shake hands, unless you let us know you prefer not to. We will no longer be wearing a mask. Rest assured, our welcome will remain as warm as ever.
- Your check-in form will be on the desk in your room together with the breakfast order form. The pen provided is sanitized for your use during your stay. Please fill in these forms at your leisure and pop these into the post-box in the hall by 19.00 hours on your day of arrival.

### Housekeeping

- Hand sanitizers will now be provided on request only and will be of no less than 60% alcohol-based.
- The B&B will be sanitized and ventilated with fresh air through open windows several times a day.
- All rooms will be thoroughly sanitized and ventilated with fresh air prior to arrival.
- Total Privacy Option: We will carry out housekeeping services for you daily unless you decide you do not wish us to and use the sign provided on your room door handle, then we will not access your room while you are staying. Please use this sign daily
- If you choose the Total Privacy Option, we can leave clean cups, glasses, amenities, etc. for you in the hall, for you to access as you require.

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## Dining Area & Lounge

- We regularly open windows in all “public” spaces to ensure constant ventilation with fresh air.
- All breakfast orders are served by us wearing chef’s uniforms.
- We request you reserve a fixed breakfast time. This can be done via your breakfast order form in your room, which we request you hand into the post box in the hall by 19.00 hours every evening.
- We request you vacate the breakfast area by 10.15 am, so we can clear the breakfast table and clean everything and thus have the lounge ready for your use during the day.
- Each room has its own individual fridge in the hall for your convenience where you can store drinks and/or snacks. This service is free of charge.
- You are allowed to bring in takeaways for your evening meal, provided these are consumed in the dining area. We are happy to offer the use of the microwave in the reading room, is dedicated for guest use only, and we also provide extra crockery and cutlery, but politely request you pay the nominal sum of £2 to the honesty box for these extra services. We request you place all used glasses, crockery and cutlery on the tray provided. Please do not eat takeaways in your bedroom. You can dispose of any packaging in the bin provided in the hall.

## Further Information

- Westwood is our home. We do not employ external staff so we do all the cooking, cleaning, etc. ourselves. This means that only guests will have access to Westwood during your stay.