

Birchover Residences – our commitment to keeping you safe

Even though we have been looking after some incredible key workers over the last few months, we are now delighted to be able to be fully open after such a long break and we're eager to get going doing what we do best.....looking after all of our guests in the charming, personal yet professional way that's at the heart of our culture.

Our first priority is to keep everyone safe, that's you our guests, but also our team. We see this as a partnership of trust, so we ask you to please play your part in keeping everyone safe. In return we will all be doing the same for you.

This is new territory for us too, we would ask you to be patient with the team if you are visiting, there is a chance some things might be a little less snappy than usual whilst we all get used to the new way of doing things!

We know that prior to booking with us again, you may have some questions. So we have done our best to list some common FAQ's below. Needless to say we won't necessarily have covered everything, so if you do have any questions, then please just call us. We're always delighted to hear from you.

When can I stay?

We are now taking new hotel bookings for all apartments and serviced houses in Derby, Nottingham and Lincoln

Our Reservations team are doing their best to respond to all enquiries as soon as they can, but if you can be patient with us whilst we deal with an increased number of bookings, we'd greatly appreciate it.

The good news for 2021!

We have opened bookings for 2021 so that you can get planning all those special occasions or last-minute getaways that you have missed with family and friends this year!

2021 room rates have been fixed at 2020 prices for all bookings made before 31st July 2020, so that you can guarantee you will only be spending what you will have spent this year. After this date, rates are subject to increase.

What happens if I need to cancel?

Bookings can be cancelled or transferred up to one week prior to arrival with no charge. If you need to cancel or amend your booking within one week of arrival due to COVID-19, we can transfer your booking to another suitable date, however rates may differ between dates.

Any cancellations or amendments within one week, that are not as a direct result of COVID-19, will result in the normal retention of the full booking payment.

If we are forced to close a hotel/hotels due to COVID-19 bookings can be transferred or cancelled at no charge.

## Birchover Staff

Wherever possible, all of our communications regarding bookings, with suppliers and partners is taking place via telephone or video conference to minimise face-to-face meetings.

All staff working at our apartments and houses will be easily identified by their Birchover polo shirt and they'll be asked to maintain distance from guests in line with government guidance. We will regularly check that our team are not showing signs and symptoms of the virus and will act quickly if this happens for yours, and their safety.

We will be making sure that all staff wash their hands as thoroughly as they always have done.

## Housekeeping

As well as making sure that all touchpoints are thoroughly and regularly sanitised, we will be introducing an extra step to our cleaning regime, using an industry recognised spray. This will create a "fog" that will settle and penetrate all soft furnishings and fittings. We will do this at every weekly clean and at the end of a stay.

## Linens

All of our bedding and towels are cleaned by outsourced companies. We are pleased to confirm that they also adhere to all government guidance and that they have additional safety measures in place regarding the laundering of the linens used in apartments. Washing and ironing temperatures have been increased by 10% and 20% respectively and all staff including delivery drivers follow strict protocols at all times.

What we'll be asking you to do to help reduce the risk of infection spread

On arrival, we ask that you sanitise your hands thoroughly using our strategically placed dispensers

We ask that (where there is one on site) you only use the lift if it is absolutely necessary to avoid people being in close proximity to each other

Your keys will be collected from a key safe to minimise contact with others and we will talk you through how to do this at the point of booking

Please help us keep you safe by being honest about who is in your party and where they live (indoor gatherings are limited to members of any two households (or support bubbles)

If you need help due to a visibility impairment or any other disability please speak to us about how we can help you access your apartment safely

We will ask you to regularly sanitise your hands as you enter and depart the building and ask that you please wash your hands regularly during your stay

Finally, should you become unwell with coronavirus symptoms during your stay, please call us immediately on 0330 122 9950 and stay in your apartment. We will help

you from this point. This may include a period of self-isolation at home and the request of a test.

Finally, Carl and Lisa would like to thank you for supporting our business through what has been an incredibly tough time. We hugely appreciate it.

If you would like any further information, please do contact Carl Bridge directly on [carl@wearebirchover.com](mailto:carl@wearebirchover.com)

Thank you.

Carl