

Dartington

www.dartington.org/stay



COVID Safe Policy Dartington Hall Accommodation

Before visiting we urge you to download the NHS Track and Trace app onto your phone or tablet – [click here for details](#). You will be able to use the app to 'check in' on arrival, and in the event of another guest experiencing illness, you will be alerted to any action you need to take.

Social Distancing Policy

- We have undertaken great efforts to ensure that our accommodation follows Government and PHE guidelines for social distancing. For everyone's safety we will be restricting access to courtyard buildings to residents only, putting in place a series of one way routes and changing the flow and access to ensure a 2 metre spacing is present during your stay.

Our Rooms

- We have a wide variety of rooms here at Dartington Hall, some of which we feel are not yet appropriate for use in the current environment – therefore we have reduced our capacity to offer you the best available experience whilst you are with us. We have identified our East Wing block and a selection of rooms in the West Wing as safe for accommodation.
- We will only be offering en-suite rooms for the foreseeable future.
- At this time we are unable to offer twinned rooms for parties outside of direct family groups.
- Each room will be provided with hand soap and hand sanitiser, instead of our usual shampoo/body wash range.
- Each room will be provided with a hand sanitiser along with our usual range of shampoo/body wash range.
- There will be a good selection of teas, coffees and hot drinks in your room.

Our Cleaning Guarantee

- Every room will receive a deep clean between stays.
- We have reduced aesthetic soft furnishing trimmings within the rooms to reduce the risk of cross contamination.
- All linen is professionally laundered between stays.
- Communal toilets, spaces and touch points will be cleaned more regularly during the day.
- We will provide hand soap and hand sanitiser in all public toilets.
- All staff will strictly adhere to social distancing principles and wear PPE where necessary.
- We have asked our cleaning team to wear masks and gloves whilst cleaning our rooms.

Food & Drink

- During your stay there will be a limited food and drink offering, and whilst we are constantly assess our catering availability and will update date you with what we can offer regularly.
- Our award-winning Green Table café and White Hart restaurant are open – times may vary, so please check our website before visiting.
- Breakfast will be a continental room service offer.
- You will be able to order alcoholic drinks to the room of an evening – this is by pre-arrangement during Welcome Centre opening hours only.
- We are constantly assessing Government guidelines to assess when we will be safe to offer more.

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Personal Hygiene & Safety

- If you are indoors in any setting that is not your own room, you'll need to wear a mask. In our café and restaurant, you can remove your mask once seated.
- There will be ample sanitiser and hand soaps throughout the Estate and toilets for your use.
- We will be asking all guests to strictly observe a 2 metre distance whilst on the Estate at all times for your safety and that of our staff.
- Our staff will wear masks and gloves whilst cleaning / preparing food for your safety.

Travel & Parking

- How you travel to Dartington is a personal preference.
- We have adequate parking for you on the Estate.
- There's a variety of excellent public transport facilities available from Totnes and Totnes train station.

What if someone falls ill?

- Should a guest fall ill whilst here, the NHS Track and Trace process will be activated and you will be notified of any action you need to take.
- Whilst arrangements are made, any affected guest will be asked to remain isolated in their room.
- The room will remain unused for a minimum of 72 hours and then professionally cleaned.
- If a staff member should fall ill they will be sent home immediately to self-isolate and cover will be in place as soon as we can.