

## Staying Covid-19 Secure

A few things will be different this year - but ultimately, the same comforts, a good breakfast and warm hospitality will be waiting for you at Lyme Townhouse.

You will notice a hand sanitiser station by the front door. We politely ask if you could use this each time you enter the building.

We have removed our breakfast buffet items to comply with government guidance. We have replaced this with some individual items that will be delivered to your table each morning.

We have teamed up with Ecolab UK, who have re-trained our teams on housekeeping procedures and introduced new Covid-19 disinfectant products.

We have reduced the number of breakfast tables from 7 to 6. Its very un-likely that all 7 rooms will require breakfast at the same time, but if so we may have to ask you to wait a few minutes before coming into the breakfast room.

Room Service: We are more than happy to bring the tray to your room but please take the tray from us at the door, as we are not allowed to enter your room. Just make a note on your breakfast order.

Our teams will do their best to keep you safe, but we ask for your co-operation to follow the government guidance by washing your hands regularly and social distancing wherever possible.

Thank you for your co-operation. We wish you a wonderful stay in Lyme Regis!

### **Covid19 Cancellation policy / Terms & Conditions:**

We have introduced a new 'Flexi Rate' and now offer two rates for you to decide from when booking:

**Room & Breakfast Flexible Rate:** Payment taken 7 days prior to arrival. Free cancellation up to 7 days prior to arrival. Cancellation less than 7 days = 100% retained.

**Room & Breakfast:** Payment taken at the time of booking. Non-refundable & non transferable under any circumstances (we recommend you take travel insurance).

**Dinner, Room & Breakfast:** This year we will be offer our winter special, Dinner Room & Breakfast based on our Flexi rates. Payment taken 7 days before arrival and free cancellation up to 7 days prior to arrival.

**Local Lockdowns / Travel Restrictions:** If the hotel is closed due to Covid restrictions, we will be offering full refunds or postponements of your booking to a future date.

If the area you are travelling from is put into lockdown / travel restrictions apply – our normal cancellation policies apply as set out above.