

## **We're in this Together: How you can help**

### **Step 4**

We're doing everything we can to make your visit to Parcevall comfortable and relaxing. Our staff take two weekly lateral flow tests and are following strict cleaning and hygiene regimens, We also need to ask all our guests to play their part to ensure the Hall remains a safe and secure environment for all. You can help us in a number of ways.

If you test positive for Covid-19, feel at all unwell or notice changes in your health in any way before you visit us, please phone us straight away. We will do our best to rearrange your visit for another time.

If you've had close contact with anyone in the past 14 days who has been diagnosed with or is presumed to have COVID 19 we cannot welcome you at this time. Please self- isolate at home and call your GP or NHS Direct.

We expect all guests, unless they have evidence of exemption, to wear a face mask when moving around the Hall and when they are being served by or in the presence of members of staff. Other than this, we respect the choice of guests who for whatever reason, elect to wear a mask at other times in addition to this, and ask guests to do the same.

Hand sanitising facilities are available around the Hall. We're all aware by now that this and washing our hands regularly is a fundamental necessity to keep one another safe.

Please try to avoid touching the property of other guests. Don't go into other guests' rooms for any reason. If you are concerned that a guest may be in difficulty in their room please inform our staff and we will assist.

If you, or a fellow guest, experience any symptoms of illness during your stay, please inform a member of staff immediately and we'll ensure you are given appropriate guidance and assistance.

**Arrival.** As you enter please use the hand gel provided, and wait until you're assisted further.

**Your Room.** The room itself will have been thoroughly cleaned. The usual laminated information sheet will be disinfected between each guest. It will include instructions for your day of departure. Please ensure you take any printed or paper material away with you when you leave, To minimise contact we won't re-enter your room until the end of your stay.(Please note that on the day of departure, as above, after vacating your room at 10am, you will have the use of the downstairs cloakroom facilities.)

**Chapel.** The Chapel will be open for private prayer.

**Tea and Coffee**

Tea and coffee making facilities have now been added to each room, courtesy of the Friends of Parcevall Hall.

## **Meals**

Please clear away plates, cutlery and glasses onto the trolley after each meal.

**Please note: the evening meal will now be served at 6pm.**

## **Groups**

Group leaders will be asked to complete a risk assessment prior to any conference/retreat they plan to deliver at Parcevall, in conjunction with our own Risk Assessment and this guidance.

**Indoors.** In accordance with recommendations, we will keep doors and windows open where possible.

**Departure.** Our procedures for all guests will be as simple and contactless as possible. It would really help us if you can use a card for payment.

You have the use of the downstairs toilets after 10am on your departure day.

**After your stay.** Until and unless guidelines change: If following your stay you either (a) experience symptoms of coronavirus or (b) test positive for coronavirus, you should ensure your doctor is informed and should also follow the guidance of the NHS Test and Trace team. You should also contact the Hall immediately. If we are contacted by the Test and Trace team we will supply them with details of all guests who may have been at risk.

Our staff team will be doing everything they can to keep you safe and secure. We're also asking all our guests to play their part. But you may find that you have a concern during your stay: a question about these guidelines, or some other issue you'd like to discuss.

In this event, please speak in the first instance to a member of staff who will assist you. If necessary you can also ask to speak to the Warden. Questions and concerns can also be sent to us via email: [admin@parcevallhall.org.uk](mailto:admin@parcevallhall.org.uk)

**Thank You.** We're delighted to be able to welcome guests back, and we're grateful to you for your cooperation as we try our best to make your experience at Parcevall as restful, peaceful and safe as possible.

**We are very grateful to Launde Abbey for allowing us to use and adapt this information for Parcevall Hall. It is the gold standard, thank you Launde Abbey.**