



## Covid 19 Guest Information

In case you were wondering if it is safe to come to The Pig Shed Motel, please be assured we have a comprehensive list of measures that we have put in place. These guidelines and regulations will be under constant review as we follow government and UK Hospitality recommendations. We therefore ask you to check the information prior to arrival for your reassurance and to comply with our procedures.

**Before Arrival:** We ask that should you be displaying any symptoms of Covid-19 that you call us to postpone your stay with us. These include a new persistent cough, high temperature or loss of smell and taste. We recommend all guests download the NHS track and tracing application, when it becomes available, prior to arrival, to ensure we are all alerted to any guests who may pose a risk of spreading Covid-19.

**On Arrival use NHS Track & Trace App (from 24 September 2020):** Please download the NHS Covid-19 app and scan the QR CODE.

**LET'S HELP STOP THE SPREAD OF CORONAVIRUS**

**NHS**  
Test and Trace

Scan this QR code with your NHS COVID-19 App to check-in

The Pig Shed Motel  
Pig Shed Motel, Newcorn, Castle Acre, PE32 2BX

**DOWNLOAD THE NHS COVID-19 APP**

Download on the App Store | GET IT ON Google Play

**On Arrival & During Your Stay:** We ask you to help us, by washing your hands as soon as you enter your room and just before you leave the room. We have also provided hand sanitiser in you room for your use. Please do not remove from the room.

We would also appreciate it, if you could dispose of all your rubbish daily, especially food and used tissues into the bin in the cupboard, tie up the bin bag and place in the outside green bin at the top of the lower block. Please note, your room will not be refreshed daily – see Housekeeping below.

**Breakfast & Food from the Pub:** (chargeable breakfast not on room tariff)

The Silver Deli in the George & Dragon car park is offering food and drinks including a chargeable takeaway Breakfast for our guests from 8am to 10am but **must be pre-ordered** by 7pm the previous day. See breakfast menu flyer. The Silver Deli will be open from lunchtime to 7pm or 8pm serving a blackboard menu, cask ales and draught lagers. Payment for all food and drink must be made to The Silver Deli and cannot be charged to your Pig Shed Motel room.

**Check out:** Your card will be charged for payment during your stay. If you have a physical keycard, please leave this on the desk when you depart. Check out before 10am please. Please **open all windows** when you depart to air the room ready for our housekeeper. Please ensure you wash your hands or use the hand sanitiser before you depart.

**Housekeeping:** A housekeeper will thoroughly service your room prior to your check in, after this no member of staff will enter your room for the entirety of your stay. If you require any fresh towels, tea/coffee tray items please phone 01760300037 or text 07340610009 between 9am–5pm to arrange delivery to your door. Note: requests may take a little time to action.

We are checking with staff regularly to ensure they are healthy and well, and have not been in contact with anyone affected. Any staff displaying symptoms or who has been contacted by NHS track and trace will be immediately sent home and required to self-isolate for 14 days prior to returning to work. All staff are provided with PPE relevant to their area of work and have been given training on how to use this correctly. All staff have access to hand sanitiser, soap and paper towels and are trained in using these products and procedures thoroughly and regularly.

We hope your stay with us is enjoyable and we very much appreciate your custom.

Regards



The Pig Shed Motel Team