

Halsway Manor – Covid 19 guidance

We will of course be opening in very different times but we look forward to welcoming you back to Halsway Manor. We're committed to doing our part and we need our guests to do their part too as we work together to focus on safety. Our policies and procedures are under continuous review and are subject to change as we monitor conditions and receive guidance from health and government authorities.

We are pleased to have acquired Visit England's "We're Good To Go" Industry Standard mark which means that we have followed government and industry COVID-19 guidelines, have a Risk Assessment in place and a process to maintain cleanliness and aid social distancing.

We now have extra space for courses to run and will be discussing with each team how best to move forward. We will not be running high risk courses like dance for the foreseeable future and will be reducing capacity on other courses.

What is the cleaning regime?

Sanitisation stations will be installed around the Halsway and house staff will follow a frequent pattern of surface cleaning, including all entrance doors, door handles and push points, light switches, staircase handrails, and water coolers. All visitors are asked to use their bathroom facilities in their room and not communal facilities. Bedrooms will be thoroughly cleaned between visits and all linen washed at high temperature. Bedrooms will not be serviced whilst courses are running.

How do I check in to my course or B&B booking?

Please report to the Main House entrance hall and use the sanitisation stations to clean your hands before entering. If you are able we ask that you bring your own hand sanitiser, gloves and masks, although wearing them is not mandatory.

Bedroom keys will be sanitised before they are issued and upon their return.

What's going to happen at meal and break times?

We ask that guests use the same seat throughout their course. Staff will serve meals wearing a face mask and glove from a buffet table. Our usual etiquette of clearing plates between courses will not be observed, in order to reduce chance of cross contamination. Used crockery and cutlery will be cleared by house staff after guests have left the dining room.

The bar will be open and we ask that everyone runs a tab to be paid by card on departure.

I feel unwell prior to my stay. What should I do?

Prior to your stay with us, should you feel unwell or develop symptoms of COVID-19, please do not travel to Halsway Manor.

I feel unwell during my stay. What should I do?

Should you feel unwell or develop symptoms of COVID-19 during your stay, you should self-isolate in your bedroom and contact our Duty Manager on 07843966224. Put on a face mask and gloves if you have them. We will ask for contact details of your doctor and family/friends who will be asked to collect you so that you can return home safely.

When will I be notified whether my course will be going ahead or not?

We will notify all participants whether their course will run or be cancelled by email between 4-5 weeks before the start of their course. Please wait for us to contact you directly to confirm and avoid contacting us to enquire about courses later in the year. Our small team are currently dealing with a high volume of correspondence and decisions will be made on the viability of courses on a rolling weekly basis. Thank you for your patience and understanding.

We will refund fees paid for all events cancelled.