



26 Palace  
Terrace,  
Queens  
Promenade,  
Douglas  
Isle of Man  
IM2 4NF

**Golden Spoon Limited T/A**

**Inglewood Guesthouse**

**Reg No:** 115571C

**VAT No:** 002 4217 40

**Directors:** J van Wyngaardt &  
RJ van Wyngaardt

**Tel:** 01624 674 734

**Mobile:** 07624 426 953

**Email:**  
[inglewoodiom@manx.net](mailto:inglewoodiom@manx.net)

**Web:** [Inglewood.im](http://Inglewood.im)

## **COVID-19 Safety Regulations**

During closure, the team has been working effortlessly to ensure a safe and comfortable guesthouse for our guests to return. Being in a "New Norm Mode", certain facilities and services are not currently available but be assured you shall always receive the same warm welcome as before, at the guesthouse. Please read the information below regarding COVID-19 safety regulations in place.

### **1. Booking and Arrival Procedures:**

- Once you have booked directly with us on 044 1624 674 734 or online through OTA's such as [inglewood.im](http://inglewood.im) or [Booking.com](http://Booking.com) you will receive a confirmation and pre-arrival check in message. This needs to be completed and forwarded to the Guesthouse to finalise you're arrival. Please note all bookings are Pre-Payment Prior to Arrival.

### **2. Arrival:**

- Pre-Arrival Check in with full pre-payment procedures are in place. On arrival you shall receive a sanitised "envelope" which will include your room key, invoice, and relevant information.

### **3. Departure / Check out:**

- On Departure, please leave your key in the check-out holder/box at reception.

### **4. Social Distancing:**

- All reasonable steps have been taken to enforce social distancing guidelines between guests and employees.
- The capacity and use of certain areas will be limited to enable social distancing.
- On the Go Breakfasts are available on a pre-book basis to enable social distancing.

### **5. Sanitation Stations:**

- Sanitation Stations are provided at the entrance, at each floor, plus additional high touch points example reception.

### **6. Housekeeping & Room Measures:**

- Guesthouse Team are equipped with anti-bacterial Chemicals to disinfect all appropriate areas.
- The frequency of cleaning in high use areas and touch surfaces has been increased.
- Guestroom are booked 24 hours from previous departure, where possible.
- Customers have the option to have rooms serviced or not. If no service required, rooms will not be accessed by team for the duration of guest stay to ensure a safe, private, and untouched space. Replenishments of sundry items, such as tea and coffee, and replacement of fresh towels and linen are available on request from reception in the morning.



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- Laundry bags are available from reception for your convenience to place used linen and towels into should you opt for no service option. Sanitised, clean, and fresh linen and towels will be delivered and placed outside your room.
- All non-essential and frequent touch items have been removed from all guest bedrooms.
- All tv remotes are in sanitised bags.
- All rooms are supplied with anti-bacterial sanitiser and at all key points within the guesthouse.
- Personal staff hygiene requirements (hand washing and use of sanitiser) have been enforced across the team.

**7. Company Commitments:**

- Team Members have completed an accredited course in COVID-19 awareness.
- Anti-bacterial hand sanitiser to be used by team before entering premises, before eating, after coughing or sneezing, after handling equipment and using the washroom.
- Updated procedures, guidance, advice in the workplace will be adhered to in all times.
- Any team member who has taken ill, will be immediately isolated from the guesthouse and the environment in which they were working will be thoroughly deep cleaned.
- A full risk assessment, according to Quality & Tourism, of the property has been undertaken. The risk assessment is available on our website or from reception for public viewing.
- All control measures will be updated and monitored as needed.
- All deliveries will be sanitised or held in storage (except perishable goods) for a minimum period of 24 hours before entering the guesthouse operations.

Inglewood Guesthouse has implemented new norms and enhanced cleaning practices to provide guests and employees with a safe and clean environment. We would like our customers to have peace of mind while staying within our guesthouse.

Please do not hesitate to give us your thoughts and recommendations to ensure a safer environment for all parties in the guesthouse. We would be delighted to receive them.

We wish you a wonderful stay and should you require any assistance remember our team are always there to help in whichever way we can.

Be Safe, take care.  
Best Wishes

Inglewood Guesthouse Management.