

Our Covid promise to help keep us all safe

A message from the owners

At Bearslake, we have always upheld the highest standards of hygiene and cleanliness, as you would expect from the only local establishment in our area with the highest possible Food Hygiene rating of 5. We know this has never been more important than it is right now, and we want to reassure you that we are taking every precaution to ensure your safety and wellbeing during your visit or stay with us.

We will re-open our doors to customers and guests from Saturday 4th July 2020, following the latest government guidance and regulations.

Over recent weeks, we've reviewed every aspect of our operations. Our aim is to ensure we continue to provide you with the luxurious, relaxing break and fantastic food that you expect from us, whilst also providing the reassurance you need regarding safety, social distancing and cleanliness.

Our small quintessential 13th Century thatched Dartmoor Inn has 6 well-appointed individual cottage styled bedrooms and a dining capacity of over 100. We are set on the western fringe of Dartmoor and our large rural garden with stream offers a true escape with peace, tranquillity and the moor on your doorstep.

We're fortunate to already have well-spaced tables in our dining areas and an extensive outdoor seating area. All of our bedrooms have windows many with direct access to our extensive garden and stream with views across Dartmoor, so that you can bring a little of the outside in.

Please see below for the key measures we are putting in place;



Pre-arrival & Check-in

Most importantly, if either a guest or a team member is unwell or has any Covid-19 symptoms, we will ask them to stay at home. On arrival, both guests and staff will sign to say that they don't have any symptoms. Those showing any symptoms of coronavirus will be asked to return home and self-isolate.

2-3 days before your arrival date, you will be sent a pre-check-in form, to ensure we have all the necessary information. This means that on arrival, you will simply be asked to sanitise your hands, and collect your key.



Contactless payments & Check out

We will be a cashless operation; only credit and debit cards will be accepted at this time.

Check-out will be contactless. Your room bill will be emailed to your email address the evening prior to your departure. A link in the email will enable you to settle your bill using your credit or debit card. You will simply have to return your key to the drop point and confirm with a member of staff you have settled your bill before departure.



Front of house

Front of house, we prefer to minimise the use of PPE where possible, preferring regular thorough handwashing and the use of sanitising gels. PPE will be available as required, and may be used by our back of house teams.



Housekeeping

Our Housekeeping team will keep rooms well aired and fresh with country breezes. Each room will be deep cleaned and fully sanitised before each stay. We have invested in a Steam Cleaner cleaning system to sanitise all exposed fabric surfaces and frequent touch points safely and quickly, removing bacteria and viruses.

In order to respect your safety, daily housekeeping services will not be offered during your stay.

Should you require a top up of any complimentary room items, such as tea/coffee, simply give us a call and we will leave them at your door.

Hand Sanitiser will be put in each bedroom. Hand sanitisers will also be available throughout the Inn. All public areas will be regularly cleaned throughout the day.

Linens, towels and robes will be washed on a high heat, with added sanitisation.



Our Staff

Prior to returning to work, all staff will undergo extensive training to help keep everyone safe. Where appropriate, they will be provided with PPE kit.

We will ask staff to sign to confirm that they have no symptoms.

Staff will be required to self-certify daily that they have not been in contact with anyone with Covid-19 symptoms. Any staff member showing symptoms will be immediately sent home and will be required to self-isolate for 14 days



Dining

Our dining tables and outside seating will be spaced 2m apart.

In order to manage customer numbers dining tables will be pre-booked only inside and on the patio.

Upon arrival you will be shown to your table with appropriate social distancing.

Indoor table bookings can be taken for up to 2 households (including support bubbles), and outdoor table bookings for up to 6 people from any number of households.

A take away menu is available on the picnic tables.

We will offer a take away collection service for diner on selected days.

For B&B guests our luxury Dartmoor Breakfast Hamper (if included in your room rate) will be served to your door.

For Further information or Enquiries

The above is just a summary; the detail is under constant review. If you would like more details on how our operating procedures are being re-designed to keep you safe, please just email: enquiries@bearslakeinn.co.uk

We look forward to welcoming with a warm welcome and all the care and attention you expect from us.

Kindest regards
Julian and Lisa
Owners