

**We can’t wait to see you!**

Dear Guest,

We can’t wait to welcome you to A Very Special Place B&B!

In order to make your stay as memorable as possible, please let us know of any special requests and dietary requirements. We will do our best to accommodate special requests and will make note of any allergies.

**Here’s what we need from you to keep you safe…**

To ensure a safe stay for yourself and other guests, we kindly request that you confirm the last destination you visited ahead of your arrival. According to the official safety guidelines, we can only guarantee your reservation once this information is provided.

We also kindly request that you complete a COVID-19 liability waiver form via email or through our website.

Please accept our heartfelt gratitude for placing your trust in us under these extraordinary circumstances and rest assured that we will do everything we can to offer you a safe and memorable stay!

**For your safety:**

* We offer a completely contactless check-in and check-out. Click here to find out more.
* Please pay by card or online if possible.
* Please respect our maximum limit of X people allowed in our reception at any given time. Please kindly queue outside respecting the 1m safe distance from other guests, and we will try to assist you as soon as we can! Where possible, we encourage you to contact us via text message / email / phone / our app instead.
* Please respect our maximum limit of X people allowed in our restaurant at any given time. Please kindly make a reservation through our website, or order room service free of charge. Room service breakfast options are also available, and your tray will be placed outside your door for safety reasons.
* Please consider using our app to make an order safely. You can download it here.
* We have placed a limit of X people per restaurant table.
* Please respect our maximum limit of X people allowed in our bathrooms at any given time. Please kindly queue outside to wait for your turn.
* Please keep 1m distance from all guests apart from your group at all times.
* We encourage you to wear a face covering where possible while visiting our communal areas.
* We encourage you to wash your hands as frequently as possible, and we have also increased the availability of hand sanitiser throughout the property for your convenience!

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| Inform your guests about the new safe distancing measures they need to follow, such as respecting the maximum number of people allowed in the lift at any one time, maximum number of people allowed in communal areas such as reception and maximum groups per table in the restaurant. Consider consulting [this guide](https://www.ukhospitality.org.uk/page/UKHospitalityGuidanceforHospitality) by UKHospitality for guidance on these. |

Wishing you a wonderful stay.

A Very Special Place B&B Team

A Very Special Place B&B
154A Pentonville Rd N1 9JE

London

0844 880 3000
reception[@averyspecialplace.com](https://my.sendinblue.com/rnb/index/id/184)

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| eviivo’s [My Guest Manager](https://eviivo.com/products/my-guest-manager/) helps you build invaluable guest profiles in full GDPR compliance, in order to anticipate your guests’ needs, improve guest communications, and collect great reviews. Email guests automatically ahead of their stay, with useful information and clear check-in instructions (directions, access codes, menus, points of interest etc.).[Click here](https://eviivo.com/products/my-guest-manager/) to find out more.  |