

**Welcome to A Very Special Place B&B!**

Dear Guest,

Wishing you a very warm welcome from A Very Special Place B&B!

**Here’s what you need to know ahead of your stay…**

To ensure a safe stay for yourself and other guests, we kindly request that you respect our safety measures, listed below. This is a learning period for all of us, so feel free to ask for any help or advice! Our friendly team members have been trained according to the latest Government guidelines and will be happy to assist ☺

**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 limit of X people allowed in our reception at any given time. Please kindly queue outside respecting the 1m+ social 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 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 at a time you request.
* Please consider using our app to place your order safely. You can download it here.
* We have placed a limit of X people per restaurant table.
* Please respect our limit of X people allowed in our public bathrooms at any given time. Please kindly queue outside to wait for your turn.
* Please keep 1m+ distance from all guests who are not in 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. |

**Check out our delicious deals…**

Our restaurant, The Black Sheep, is open from 5:00PM until 10:00PM for dinner, and our guests receive an exclusive 15% discount on the total bill.

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| eviivo’s [My Promo Manager](https://eviivo.com/products/my-promo-manager/) enables you to create a wide range of irresistible promos quickly and easily! To find out more, [click here](https://eviivo.com/products/my-promo-manager/). |

We only allow a limited number of guests at a time, so make sure you reserve your spot! You can do so on our website. Please respect our limit of X guests per table.

We also encourage you to order using our new app in order to support our efforts to keep both you and our team safe.

Room service options are available, and your tray will be placed outside your door at a time that you request.

Lastly, please note that after 11:00PM our main entrance door is only accessible with a key card. If you need any assistance, please contact us at our emergency contact number (###) ###-###.

We’re so glad you’re here! Please let us know if there’s anything we can do to make your stay as memorable as possible. Enjoy!

Wishing you a wonderful stay.

A Very Special Place B&B Team

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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. |