

# We're in this Together: How you can help

We're doing everything we can to make your visit to Parcevall comfortable and relaxing. We also need to ask all our guests to play their part to ensure the Hall remains a safe and secure environment for all. You can help us in a number of ways.

If you feel at all unwell or notice changes in your health in any way before you visit us, please phone us straight away. We will do our best to rearrange your visit for another time.

If you've had close contact with anyone in the past 14 days who has been diagnosed with or is presumed to have COVID 19 we cannot welcome you at this time. Please self-isolate at home and call your GP or NHS Direct.

Remember to travel to Parcevall only with members of your own household or those within your support bubble. Please let us know in advance if you and fellow guest(s) are in a pre-existing 'social bubble' so that dining arrangements can be put in place.

For the safety and comfort of all our guests and staff, please observe current social distance guidance: 2 metres apart whenever possible, or 1 metre (whenever 2 metres is not viable) with risk mitigation. Please follow all distancing guidance markers, one way systems, written instructions and directions offered by members of our staff.

We encourage our guests to wear a face covering in areas (such as corridors and public rooms) where social distancing is challenging. Please bring an adequate supply with you.

Hand sanitising facilities are available around the Hall. We're all aware by now that the single most important way we can keep one another safe is to wash our hands regularly.

Please use the bathroom facilities in your room if you have an en suite, or the bathroom allotted to you during your visit rather than the public facilities in the Hall.

Please try to avoid touching the property of other guests. Don't go into other guests' rooms for any reason. If you are concerned that a guest may be in difficulty in their room please inform our staff and we will assist.

If you, or a fellow guest, experience any symptoms of illness during your stay, please inform a member of staff immediately and we'll ensure you are given appropriate guidance and assistance.

We're limiting the number of guests in the Hall so you won't find Parcevall too crowded.

**Arrival.** As you enter you'll be reminded of the social distancing guidelines in place and the requirement to observe the directional signage in the Hall. There are necessarily some exceptions to these, which will be explained to you.

You'll be asked to sanitise your hands and wait until you're assisted further. A member of the team, who will be wearing a face covering, will welcome you and take your temperature using a contactless device. If your temperature is 37.5°C or above you'll be asked to return home.

You will be given an arrival time to eliminate queuing, and so we will be able to welcome one person at a time. You'll be asked to confirm a couple of essential details, then you'll be given

your room number and you're free to go straight to your room. We can help you with your luggage if necessary.

**Your Room.** The room itself will have been thoroughly cleaned and left empty for at least 24 hours following the departure of the previous guest. We're removing unnecessary high-contact items from the rooms, and the usual laminated information sheet will be disinfected between each guest. It will include instructions for your day of departure. Please ensure you take any printed or paper material away with you when you leave. For your safety and the safety of others, we kindly ask that you only use the ensuite toilet and washing facilities in your room, or in the bathroom allotted to you throughout your visit rather than the shared public toilets or washing facilities. To minimise contact we won't re-enter your room until the end of your stay.

**Chapel.** The Chapel will be open for private prayer. The main touchpoints in the Chapel will be cleaned at regular times throughout the day. The kneelers have been used on the pews to keep a safe distance between you.

Please respect social distancing guidelines as you enter and leave the Chapel, and once inside. Any services will be spoken only (no singing) and follow current Church of England guidelines.

### **Meeting Space – Milner Room**

The maximum number of guests in the Hall will be 9. This number can be safely spread out in the Milner Room for communal reflection or as a place to sit, relax and talk. Chairs which must be left unoccupied will be turned against the wall and should not be used.

Please do not move the furniture – especially the seating – without consultation with a member of our staff. If you will be using the Milner Room regularly, please use the same seat throughout your stay.

It would also be a great help if you could respect social distancing guidelines as you enter and leave the room.

### **Tea and Coffee**

We're not able to serve tea and coffee in the 'help yourself' style we usually use, but we'll make sure you get refreshments during your gathering. Our staff will explain how refreshments will be served after you arrive.

### **Meals**

We won't be able to use the normal 'serving one another' system for keeping you fed at mealtimes. Meals will be plated up and served to you in turn, and the way we clear away will also be different. This will be explained to you by a member of staff.

### **Groups**

Group leaders will be asked to complete a risk assessment prior to any conference/retreat they plan to deliver at Parcevall, in conjunction with our own Risk Assessment and this guidance.

**Indoors.** We want to ensure you have a comfortable stay so we've removed some seating in our public areas to provide plenty of spaces to sit, read, rest and safely talk with others. We've removed some items of unnecessary furniture and literature, and we'll keep doors and windows open where possible.

There are restrictions in place regarding the number of guests who may use any given space at one time. We may also have to ask guests to give us an opportunity to clean these spaces from time to time. Please use the guest spaces responsibly: don't rearrange the furniture; maintain social distancing at all times; and try to use spaces where fewer people are already gathered.

**The gardens.** In good weather, you will have the opportunity to get outside where restrictions are far fewer. When outside please continue to respect social distancing guidelines for the safety and comfort of other guests and garden visitors.

**Bookshop, bar and essentials.** The usual bathroom essentials will still be available to buy. If you have forgotten to bring something with you, please ask a member of staff.

We usually sell Christian books, gift items and souvenirs in the small shop in the Writing Room. Some of these items will still be available. Again, please ask a member of staff.

The honesty bar will be closed, but the usual selection of drinks will still be available. You can pre-order these at the time of booking, but you can ask a member of staff for any item we usually stock. You can pay for these whilst during your stay. It will help us if you could do this using a contactless card payment, but we will accept a cash payment.

Our meals are famous for their generous portions and it's rare for guests at Parcevall to go hungry. However, as the Tea Bar will be closed, please bring any snacks you think you might like with you.

**Departure.** Our procedures for all guests will be as simple and contactless as possible. Just let a member of staff know you're leaving. We will have sent you invoice for payment before you arrived, but there may be items from the bar or shop outstanding. Again, it would really help us if you can use a card for payment.

**After your stay.** We're required by law to retain your contact details after you leave. If at any time following your stay you either (a) experience symptoms of coronavirus or (b) test positive for coronavirus, you should ensure your doctor is informed and should also follow the guidance of the NHS Test and Trace team. If we are contacted by the Test and Trace team we will supply them with details of all guests who may have been at risk.

Our staff team will be doing everything they can to keep you safe and secure. We're also asking all our guests to play their part. But you may find that you have a concern during your stay: a question about these guidelines, or some other issue you'd like to discuss.

In this event, please speak in the first instance to a member of staff who will assist you. If necessary you can also ask to speak to the Warden or Deputy Warden. Questions and concerns can also be sent to us via email: [admin@parcevallhall.org.uk](mailto:admin@parcevallhall.org.uk)

**Thank You.** We're delighted to be able to welcome guests back once again, and we're grateful to you for your cooperation as we try our best to make your experience at Parcevall as restful, peaceful and safe as possible.

**We are very grateful to Launde Abbey for allowing us to use and adapt this information for Parcevall Hall. It is the gold standard, thank you Launde Abbey.**