

## **COVID-19 – Customer Information**

In these uncertain times, we wanted to reach out to you about what we are doing here to support you and your plans whether you are meeting friends for a drink or meal or staying overnight. As the situation around Coronavirus (COVID-19) continues to evolve, we are doing everything we can to ensure your safety and provide maximum flexibility with any accommodation bookings.

### **Your Socialising/Dining Experience**

As it has always been, the safety and security of our guests and team members remains our highest priority. We take great pride in maintaining the highest standards of cleanliness and hygiene. In response to the coronavirus, we have taken additional measures developed by WHO and our Government health authorities to make our cleaning and hygiene protocols even more rigorous:

- Our teams are receiving ongoing briefings and enhanced operating protocols.
- We have increased the frequency of cleaning our public areas (including lobbies, door handles, public bathrooms, dining areas, bar areas, etc.).
- We will continue to uphold our very high standards of cleaning and service in our kitchens, public areas & accommodation. We have increased the frequency of all sanitising and encourage our customers to do the same, particularly on entry and exit of our premises. Frequent hand washing and no facial contact is the best protection.
- We have increased the deployment of antibacterial hand sanitizers for staff & customers. We are doing everything in our power to obtain stocks of hand sanitiser but as you know supply is short.

Our Teams have all been advised and are prepared to act swiftly should we be alerted to a case of coronavirus at one of our properties.

We ask that all of our customers act responsibly with frequent hand washing/sanitizing for all our safety and to keep life as normal as possible.

If you think you have been exposed to COVID-19 please do not enter these premises putting anyone at risk.

Devon still has a very low number of cases and we would like to help keep it that way.

We believe it is in challenging times like these that the power of hospitality is needed most of all.

Whether you are visiting now or in the future, our team members are ready to welcome you with the hospitality you've come to expect.

### **Donna & Philip McCann**

Owners, The Pig & Whistle, The Railway Inn, The Otter Inn  
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