

Your stay at Keble College / The H B Allen Centre

We look forward welcoming guests back to Keble College and the H B Allen Centre this summer. Since the Covid-19 Pandemic, we have had to introduce some further safety procedures in order to provide accommodation facilities. We ask that you read all of the information below before reserving a bedroom and if you have any questions please contact us on accommodation@keble.ox.ac.uk

Prior to your arrival:

When you make your booking, all of your details will already have been entered into our system. We will contact you further with a copy of this document to ensure you have received the new information.

Covid-19 symptom checker:

On arrival, the Lodge Porters will ask you a series of questions related to Covid-19. If you experience symptoms including a new and continuous cough, high temperate or loss/change to your sense of taste or smell, you should not travel to the College. Please cancel your booking on the booking site to receive your refund. This also applies if you have received a positive test result for Covid-19 or have you been in contact with someone who has tested positive for Covid-19. This includes being contacted by any test and trace. Please visit the NHS website for further information on symptoms and testing - <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Guest arrival:

When you arrive at the Lodge, we have added new measure to ensure the safety of our guests, staff and fellows at all times.

On arrival, the following procedures will be in place -

- Maximum of 2 people in the Lodge at any one time
- Face coverings to be worn at all times in the Lodge
- Doors will remain open for ventilation
- There will be a one-way system in the Lodge
- Use the hand sanitiser gel provided
- You will need to answer a series of Covid-19 symptom checker questions
- Guests will need to scan the NHS QR code on their Covid-19 app
- Room keys will be sanitised in advance and put into a sealed envelope
- Rather than signing a registration card, the Lodge porters will ask you to confirm that your details are correct. You will be given a map to show the location of your bedroom.

Please be aware that guests will not be able to store their luggage at the College before or after their stay.

Your bedroom:

Prior to your arrival, the housekeeping team will clean and sanitise your bedroom. They will leave a sign in the room to explain that it has been attended to. They will not enter your bedroom during your stay unless you request a service. To make a request, you should email lodge.porters@keble.ox.ac.uk

Please provide at least 24 hours' notice and you should not be in the room when you would like the Housekeeping team to enter. When the Housekeeping team enter the room, they will be wearing full PPE and have received the relevant training for cleaning your bedroom. Alternatively, you can request a change of towels only by using the same email address.

Communal areas:

The college has identified high touch point areas across both Keble College and the H B Allen Centre. These will be cleaned regularly each day. We use Dwell Time on staircases. This applies a protective film to all surfaces, actively killing 99.99% of viruses and bacteria for up to 10 days.

Breakfast service:

If you have booked on a bed and breakfast rate, this is served in the Dining Hall from 7:30am – 9:30am each day. Breakfast is a buffet set up that will be plated for you by a member of the team. Masks should be worn when entering the hall and again when going to the servery to collect your breakfast. There will be a maximum number of guests allowed in the servery at any one time. Staff will be there to guide you on the day. If you have booked a room only rate, you can purchase breakfast on the day, subject to availability. There will be a charge of £12.50 per person, per day.

Guest departure:

On your day of departure, check out is at 10am. You should leave your key in the labelled key box at the Porter's Lodge by this time.

We regret to inform you that you cannot leave luggage at the college before or after your stay.

Covid-19:

If you develop symptoms of Covid-19 or receive a positive test result, you should check out immediately and return home where reasonable. You will be refunded for any unused nights if you need to depart because of this reason. According to the current Government guidance, you should travel home in private transport and not use public transport. If it is not reasonable for you to return home, you should contact us immediately on accommodation@keble.ox.ac.uk. Please be advised, you will be charged for additional nights along with any meals at the standard rate.

Your details will remain in our system for 21 days post departure date.

Advice to guests:**HANDS – FACE – SPACE**

- Guests are advised to regularly wash their hands for at least 20 seconds using soap and water. If soap and water is not available, use hand sanitiser gel
- Wear a face covering in all public areas of the college
- Maintain at least 2 metres distance from anyone you do not live with or anyone not in your support bubble

Fire alarm:

The college fire alarms are tested every Wednesday from 10:00am. If the fire alarm sounds for a continuous period of time, all guests, staff and fellows should follow the evacuation policy and meet at the nearest assembly point.

Cancellation Policy:

Keble College and the H B Allen Centre have waived their cancellation policy for 2021. If you need to cancel your booking, please do so at your earliest convenience. There will be a £10.00 admin fee from the booking site if you cancel for any reason other than Covid-19. Prior to your arrival, if you develop any symptoms of Covid-19, test positive for the virus or are identified as a close contact, please do not travel to the college and cancel your booking as soon as reasonably possible. The booking site have published that the £10.00 admin fee will be waived for bookings cancelled due to Covid-19.

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