



Why we are 'Guest Ready'

COVID Preparations

The 'Good to Go' accreditation from Visit England assures you that we have taken the necessary precautions to reduce the risk of spread of COVID-19 in line with government guidance. However, we need you to do your part too please.

For your own peace of mind, in addition to implementing the government recommendations for accommodation providers, we have provided guests with a COVID-19 pack, including a small hand sanitiser you can take with you, to use when vacating the property (handwashing remains the preferred method for protection), disinfectant spray and disposable gloves for maintaining cleanliness.

Housekeepers are conversant with the guidance on cleaning and are following the recommendations, including use of PPE when cleaning, not working if ill or showing symptoms, ventilating the property, and the use of the appropriate cleaning products and methods to reduce the risk of virus cross-contamination, should it be present.

In the unlikely event that previous guests exhibit COVID-19 like symptoms during their stay, we will of course inform you and invoke our deep-cleaning protocols to be used in the event a guest exhibits COVID-19 symptoms during their stay, or up to seven days thereafter (current guidance).

Health Information

Please follow current guidance with respect to travel, handwashing and cleanliness, and minimising risks of transmission. Do not travel if any of your party exhibit COVID-19 symptoms. Please ensure you have the contact details for the local health authority and a plan for repatriating in the event a member of your group exhibits COVID-19 symptoms during your stay.

The property will be available from 16:00 hrs on the day of your arrival after our housekeepers have departed. Housekeeping staff will be clear of the property by this time. If you have concerns over COVID risk you are welcome to delay your check-in time until as late as 22:00.

If you begin to show symptoms of COVID-19 and require a test please use the NHS 111 service in the first instance. You should return home immediately if safe to do so and inform us of your condition so we can take the necessary steps at the property.

If you exhibit COVID-19 symptoms up to 7 days after your stay with us please remember you are obliged to inform us. Thank you.

Further advice can be found at;

www.nhs.uk/conditions/coronavirus-covid-19/

Direct Bookings - Cancellation Policy

With the current global crisis, we have had a large number of cancellations and as hosts we have accepted cancellations outside of established policies.

The last year has been incredibly challenging and confusing for everyone. Up until now we have requested that potential guests wait until sure of future booking requirement.

Now that the situation is clearer we want guests to be able to book with confidence. Our general policy for direct bookings has been amended – see below

30% Deposit on Booking

This 30% deposit is refundable by MiPAD BATH voucher up until 4 weeks before arrival. The voucher value can be redeemed against a future booking.

Direct Bookings - Balance Payment

The balance payment is due 4 weeks before arrival. By paying the balance payment you are committing to your booking with the extant COVID 19 laws/regulations in place at that time. If you cannot commit we will refund your deposit by voucher and cancel your booking. If the COVID 19 laws/regulations change so that you are unable to take up your booking we will allow you to cancel your booking and refund your total payment by voucher to use against a future booking. Please note that you must cancel as soon as possible to be eligible for a refund.

Data Protection & GDPR

MiPAD Bath is registered with the ICO and follows UK legislation for GDPR and the keeping of personal records.

Under the current circumstances we are required to keep your contact details for longer than normal (21 days) in order to be able to provide the necessary information to the authorities under the NHS test and trace protocols. We are required to hold a 'lead' name and contact number, arrival and departure dates and times.

Further Information

If you require more information you can contact us at;

07902 311524 or
bookings@mipad.co.uk