

Covid Statement:

The following procedures are for your peace of mind prior to your stay ,minimising the risk of Covid 19. Extensive health and safety guidelines have been prepared and implemented, so we can get back to doing what we do best, welcoming you to the Fernbank.

Pre-arrival

We politely request that if you are displaying any symptoms of Covid-19, that you call us. These include: A high temperature, a new persistent cough and loss of taste and smell.

Arrival & check-in

We ask guests on the day of arrival, especially those on earlier ferries to have their day out first, and arrival at the hotel later. There will be no check in prior to 3pm, due to a new cleaning schedules in place, these will obviously take longer. Hand sanitising stations have been installed throughout the hotel. The first being just within the front doors, please sanitise on arrival. We have installed clear screens on both the reception and bar for the safety of all. We kindly ask all guests to settle their balance on arrival. If assistance is required with luggage, please leave in reception, this will be delivered to your room. Key fob for bedroom and front door have been sanitised prior to your arrival.

Public Areas

All public areas of the hotel will be regularly sanitised throughout the day. We offer plenty of space, seating etc both, in the lounges and breakfast room. Please note the bar will accept cash, all change is sanitised, contactless/ card payments for snacks and drinks.

Bedrooms

All bedrooms will be deep cleaned and sanitised and then sealed ready for guest's arrival. All en-suites and complimentary toiletries will be fully sanitised. Linens towels etc, will be washed and disinfected at a high temperature. All magazines have been removed. The guest information folder will be sanitised prior to arrival. Daily bedroom servicing by our housekeeping will be available, should you require this service, rooms will need to be vacant, personal items of clothing will need to be stored away. Our housekeeping staff are instructed, not to service rooms that are not left in a respectful manor, for their safety.

Breakfast

Guests will be asked to book a time for breakfast, so that we can make sure of social distancing throughout breakfast service. We will also offer outside tables, where the weather allows, so that guests can enjoy both their breakfast and the garden! We will be offering an a` la carte breakfast for you to enjoy during your stay.

Swimming Pool

Sanitiser station, open from 8am 8pm, the pool is fully operational, a maximum of 4 swimmers at any time to allow for social distancing. Pool towels are provided.

All our staff and team have undergone comprehensive hospitality -focused training on how to prevent the contagion of Covid 19.

We advise making evening table reservations, there are numerous pubs and restaurants all a few minutes' walk. Take a look at Shanklin restaurants on Trip Advisor, and book ahead.

We are following the advice of Visit Isle of Wight and our Local Authority and reiterate that THE BEST AIR IS FRESH AIR! during this time, and there is no better place than the beautiful Isle of Wight, with all it has to offer! So, come and enjoy. We look forward to welcoming you to the Fernbank, and want you to know that we are doing all we can to ensure the safety of both guests and staff.