TAUNTON HERITAGE TRUST
Policy & Procedure for Guest Suites

The Trust's guest suites are allocated on a first-come-first-served basis and are only for the use of relatives or friends of existing Residents on an occasional basis. Priority is normally given to relatives or friends of Residents who are unwell or need additional support on a temporary basis.

Durations of stay are normally for a maximum of seven nights, but this can be extended in exceptional circumstances, approval for which must be granted by the Chief Officer.

Requests for guest suite accommodation are made from Residents to the relevant Warden. The request is then checked against availability on the booking spreadsheet in the THT office and confirmation of booking is then fed back. Residents are asked to complete a Guest Room Booking Form (Appendix 1) on behalf of their guests and to pay a refundable deposit. A receipt for the deposit will be given.

The booking form asks the Resident to sign to say that they are ultimately responsible for ensuring that the fee and refundable deposit is paid and that their guest pays for any damage to Trust property or keys lost.

Payment for guest suites must be made before departing and is usually made to the office via the Warden. A receipt will be given.

The Warden must ensure that a guest suite is suitably prepared in advance of a booking with clean bedding etc. The Warden normally collects the key from the office and passes it to the Resident.

The procedure for return of the key at the end of the stay must be agreed at the time the key is handed out, and the key must be returned to the Warden promptly.

The Warden must instruct the Trust's cleaner to clean the guest suite ready for the next booking.

Regular checks of the guest suites must be made, and this should cover the following:

- Running the showers for legionella purposes – this is undertaken by Carewater and formally recorded on sheets kept on site.
- Ensuring the appliances are in good working order – this is undertaken by the Warden.
- Ensuring there are no other unforeseen problems – eg leaking pipes etc. This is undertaken by the Staff

The Trust is responsible for regular testing of all electrical appliances within the guest suites in accordance with current regulations.

A Guest Suite Protocol (Appendix 2) is displayed in each guest room.

Charges for guest suites are reviewed on a two-year basis.

POLICY APPROVED DATE_____2024_____

NEXT REVIEW DATE_____2027_____

This policy is reviewed every three years.

c:\users\jan peake\tht dropbox\policies & procedures\current policies and procedures\almshouses\policy & procedure guest suites.docx

Appendix 1

Taunton Heritage Trust

Huish Homes Magdalene Street Taunton Somerset TA1 1SG
Tel: 01823 335348 (9am – 12 noon)
E: info@tauntonheritagetrust.org.uk

GUEST ROOM BOOKING FORM

From the Resident's Handbook
'**Overnight visitors/Guest rooms**

Guest rooms are available at St James Close, Grays Almshouses and Leycroft Close for a modest price. They are for use by relatives or friends visiting a Resident and may be booked for a maximum of seven days at a time. Should a guest need to stay for more than seven nights, written permission must be obtained from the Chief Officer. Priority will be given to relatives and friends visiting a Resident who is seriously ill.

It may be that you would prefer a friend or relative to stay in your flat overnight and this is acceptable for the occasional night only; but you must provide advance notice to your Warden. The Trustees reserve the right to refuse permission. It is also acceptable for children under 18 to stay for the occasional night.

We have a guest suite protocol, which is displayed in the guest rooms, and ask guests to read and adhere to the following:

- *Please read the fire evacuation notice displayed in the room.*
- *There is no smoking or vaping in any part of the guest suite or communal entrance way.*
- *Respect our Residents and keep any noise to a minimum.*
- *Ensure you leave the facilities in a clean condition.*
- *Ensure you take all your possessions with you when you leave, including any fridge contents (if applicable).*
- *Please strip the bedding after use.*
- *Ensure you return the key to the Warden.*
- *Please do not tie up the piper alarm cords.*
- *Please empty the bin as you leave.*

Visitors are advised that they stay in the Trust's guest rooms at their own risk and any damage, loss of keys etc must be paid for'.

Request for booking of Guest Room

Charges: St James Close and Grays Almshouses £15.00 per night and Leycroft Close £23.00 per night. **A refundable deposit of £20.00 is also payable in advance.**

Key: the key to the guest room will be given to the sponsoring Resident the day before the booking.

Guest Room requested: ……

Resident making request: ……

Dates room to be booked: ……

Name and number of guests using the room: ……

……

Guest's home address: ……..

……

How is the guest (s) related to you?: ……..

What is the reason for the visit? .....

- I agree to the terms of the use of the Guest Room as set out in the Resident's Handbook and listed above.
- I will make my guest(s) aware of these terms, which are also displayed in the Guest Room.
- I agree that I am ultimately responsible for ensuring that the fee for the booking and refundable deposit is paid and that my guest(s) pays for any damage to Trust property or keys lost.

Sponsoring Resident's signature…….

Date……..

Appendix 2

Taunton Heritage Trust
Huish Homes Magdalene Street Taunton Somerset TA1 1SG
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E: info@tauntonheritagetrust.org.uk

Guest Suite Protocol

Welcome to our guest suite. We hope you have a very comfortable stay.

Please read and adhere to the following:

- Please read the emergency evacuation notice displayed in the room.
- There is **no smoking** in any part of the guest suite or communal entrance way.
- Respect our Residents and keep any noise to a minimum.
- Ensure you leave the facilities in a clean condition.
- Ensure you take all your possessions with you when you leave, including any fridge contents (if applicable).
- Please strip the bedding after use.
- Ensure you return the key to the Warden via our Resident.
- Please do not tie up the piper alarm cords.
- Please empty the bin as you leave.

In the event of an emergency during office hours Monday to Friday you can contact the Warden.

The Warden's contact details:

Outside of office hours please contact Somerset Lifeline: 0330 123 0610

Please be advised that visitors stay in the Trust's guest suites at their own risk and any damage, loss of keys etc must be paid for.