



Staying with us

Our General Manager Antony or any of our team will happily help and answer queries. If you need additional information or have a special request email sleep@thegeorgeatbackwell.com or call 01275 462770

And please:

- **Stay at home if you feel at all unwell**
- **Keep a 2 metre distance between you and our team members or people from outside your social 'bubble'**
- **Regularly and thoroughly wash your hands**

Location & parking

You will find us on the A370 just on the boundary of Backwell and the village of Flax Bourton. Our postcode is BS48 3PG. We are six miles from the centre of Bristol and Weston-Super-Mare is a 30 minute drive away.

Our limited car park has room for 30 cars and can get very busy during peak times such as Friday evenings and Sunday lunchtimes. Our car park is for our guests to use only while they stay, eat or drink with us.

Bristol City Airport is six miles away. Our airport Parking Partner provides stress free parking just six minutes from the airport: www.goblincombefarm.com

Bedroom access

All our bedrooms are on the first floor of our building and guests will need to use a staircase to reach them. Unfortunately, the rooms are inappropriate for people who use wheelchairs or have severe mobility problems.

Children

Children must be supervised by their parents or guardians at all times. Two of our bedrooms - Adamson and Pudding & Pie – have space for one travel cot. Children up to the age of three are welcome to stay with their parents in these rooms – free of charge – but we do not provide travel cots.

For children aged 4-16, two bedrooms - Adamson and Pudding & Pie – have space for a single made-up Z bed which we can provide at a cost of £20 per night (includes breakfast). Children aged 16 or over will need their own bedrooms. Let us know if you require the Z bed.

Room cleaning

Our seven en suite bedrooms are deep cleaned and sanitised between stays. In your room you will find a check-in basket containing your sanitised TV remote, iron and hair dryer.

Our housekeeping team will clean at the end of every stay. If you require your room to be cleaned mid-stay, please ask and we will agree a specific time for this to be done.

Check-in

To give our House Keeper time to thoroughly prepare rooms, check-in is currently from 3 pm. Please call us if you would like to check-in earlier. We will do what we can to help.

Breakfast

Because our team will not be on site until 9 am, your Continental Breakfast tray and a fridge for milk and juice will be available in our Garden Room. Please enjoy at your leisure. We will return to offering cooked breakfasts in the near future.

Enhanced Hygiene Arrangements throughout the building

Our pub and restaurant are cleaned by a professional cleaning team. Tables, chairs and payment machines (PDQs) are sanitized after every use.

A number of our team have also been trained as Sanitizer Champions. They are responsible for cleaning surfaces, such as door handles, that are regularly touched.

Hand sanitisers

Hand Sanitizer is available at our main entrance and in your room. But we strongly recommend you bring your own preferred brand of sanitiser to use.

Help with luggage

If you need help carrying luggage upstairs, please ask a member of our team. They will wash their hands thoroughly before carrying your items.

Book a table

If you would like to join us for lunch or dinner, please book a table online or ask us to book on your behalf.

Payment & check-out

Check-out is at 10am (please ask if you need a later check-out at the weekend).

Please settle your bill at the end of the night.

Please leave your key in the agreed location.

Cancellation policy & charges

We accept all major credit and debit cards and will ask for full payment at check-out. A credit/debit card is required to secure your reservation. There will be no cancellation charge if a booking is cancelled no later than 2 pm on the day before your arrival date.

If a booking is cancelled later than 2 pm, on in the case of a 'noshow', the full amount will be charged to your card.

Occasionally accidents happen but unfortunately we have to charge guests to replace any bedroom items found missing or broken.

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01275 462770 | contact@thegeorgeatbackwell.com
www.thegeorgeatbackwell.com