



RATHFINNY

FLINT BARNES FAQ'S

WHAT TIME CAN WE CHECK IN?

Check in is currently from 4pm. This allows us to give the rooms and communal areas a deeper clean than normal to ensure that they are ready for your visit. If you would like to arrive earlier to store your baggage please give us a call to arrange this.

WHAT SOCIAL DISTANCING AND HYGIENE MEASURES HAVE YOU GOT IN PLACE THROUGHOUT THE FLINT BARNES?

We have got social distancing measures in place throughout the Flint Barnes. We have regular sanitiser stations throughout the building which we ask guests to use as frequently as possible. The lounge area is limited to a maximum of 8 people at any one time so that social distancing can be adhered to. Where possible we will try to seat you on the same table for breakfast and dinner. All tables and chairs will be sanitised after each use.

IS THERE A LIMIT TO HOW MANY PEOPLE CAN STAY AS PART OF A GROUP?

In compliance with the current government guidelines, we are only accepting groups of a maximum of 6 people from no more than two households. We will reassess this regularly to comply with any guidelines that may be updated.

ARE YOU SERVING DINNER?

We are serving dinner in the Flint Barnes dining room on Friday and Saturday evenings from 6.30pm until 8.30pm. We will be in contact with a menu a week before you stay for you to place a pre-order in order to guarantee the availability of dishes and to reduce customer contact.

WILL TEA AND COFFEE BE AVAILABLE?

We have taken away our communal tea and coffee table however we are still offering complimentary tea and coffee for all residents. You will be able to order this from a member of staff behind the bar.

ARE THERE ANY PARTS OF THE FLINT BARNES WHICH AREN'T OPEN?

All of the Flint Barnes facilities such as the lounge and courtyard are open for use by residents. However, the communal toilets are closed so we are asking customers to use the toilets provided in their bedrooms.

WHAT HAPPENS IF SOMEONE IN OUR PARTY IS ILL AND WE CANNOT STAY?

If someone in your party is ill and you cannot come to stay with us at the Flint Barnes, please phone us and inform us as soon as reasonably possible. In this case our normal cancellation policy applies:

ONE WEEK OR MORE NOTICE:

We will refund 90% of the total Booking. Less than a week notice: We will refund the total Booking less the full cost of the first night's stay including any meals and products that have been pre-ordered.

WHAT HAPPENS IF SOMEONE IN OUR PARTY BECOMES ILL WHILST STAYING AT THE FLINT BARNES?

If someone in your party starts to experience coronavirus symptoms whilst staying with us then you need to inform us as soon as possible and self-isolate where you are to minimise any risk of transmission. You should return home if you reasonably can. You would then need to self-isolate for 14 days. In this instance we would close the Flint Barnes for deep cleaning.