Staying Safe

Welcome back to St Beuno’s
Staying Safe

We are delighted to be opening our doors again and to welcoming you back to St Beuno’s.

We are committed to ensuring the safety and wellbeing of our guests and staff and are doing everything we can to ensure that during the time you spend at St Beuno’s that you are safe, and that you feel secure and protected.

Making a safe environment for everyone at St Beuno’s is our priority, so we would like to make you aware of the measures we have put in place to achieve this. Please take the time to read this information before your arrival. This will help you know what you can expect when you visit us and how you can play your part.

If you feel at all unwell or notice changes in your health in any way before you visit St Beuno’s, please phone us straight away. We will do our best to rearrange your visit for another time.

If you’ve had close contact with anyone who has been diagnosed with or is presumed to have COVID 19 in the 14 days before you arrive at St Beuno’s, then it will not be possible for you to come to St Beuno’s. Please self-isolate at home, call your GP or NHS Direct and let us know so that we can re-arrange your visit.

If you, or a fellow guest, experience any symptoms of illness during your stay, please inform a member of staff immediately and we will ensure you are given appropriate guidance and assistance.

Remember to travel to St Beuno’s only with members of your own household or those within your support bubble. Please note that at the end of your stay we are no longer able to arrange shared taxis to the railway station and you will need to arrange this yourself. We can, of course, help you with phone numbers of local taxi firms.
For the safety and comfort of all our guests and staff, please observe current social distance guidance: 2 metres apart whenever possible. Please follow all written instructions and directions offered by members of our staff.

Apart from during your arrival and at Mass and Exposition, face coverings are not required to be worn during your time at St Beuno’s but please feel free to wear a face covering if this makes you feel more comfortable.

Hand sanitising facilities are available throughout the house. Hand washing, and sanitising where this is not possible, is one of the most important ways we can keep one another safe so we encourage you to wash your hands frequently and always before eating and drinking.

We have labelled the bathroom facilities so that it is clear which are staff and which are public facilities but please, wherever possible, use the bathroom facilities in your room during your visit rather than the public facilities around the house.

Please try to avoid touching the property of other guests and avoid going into other guests’ rooms for any reason. If you are concerned that a guest may be in difficulty in their room, please inform our staff and we will assist.
Arrival and Check-in

Arrival. Please ring the bell at the front door as usual when you arrive. For our safety and yours, please wear a face mask at this time. You will be given the same warm St Beuno’s welcome as always but without any physical contact. As you enter the Foyer you will be asked to sanitise your hands and a member of the St Beuno’s team will take your temperature using a contactless device. If your temperature is 37.5°C or above, you will need to return home. If your temperature is in the normal range, we will ask you to complete our Covid-19 protection form, following which you may remove your face covering and check-in.

Check in. Check in will be one person at a time with a member of the St Beuno’s team who will take you to your room and answer any questions you may have. There will be a timetable and details of your retreat in your room. Bedrooms can be accessed from 4pm and the final check in time will be 5:30pm. Please let us know if for any reason you will be arriving outside these times.

Your Room. Your key will have been sanitised and left in your room for you or in an envelope in reception for rooms not in the Main House. For added protection we are removing some items from the rooms, including bibles, so please remember to bring your own. For your safety and the safety of others, we kindly ask that you use the ensuite toilet and washing facilities in your room throughout your visit rather than the shared public washrooms.

Mass, Prayer, Opening Meetings and Spiritual Direction

We have made changes to our usual ways of working to ensure it is still possible for you to attend Mass and enjoy the prayer spaces in the house safely and are following the guidance issued by the Bishops’ Conference of England and Wales for the Celebration of Mass.

Main Chapel. The Main Chapel will be open for private prayer, Mass, and Exposition throughout your time at St Beuno’s. The seating has been arranged to facilitate social distancing and we request that you do not alter this seating arrangement.

Please respect social distancing guidelines as you enter and leave the Chapel and sanitise your hands before entering the Chapel.

We have had to limit the number of people who can be in the Main Chapel together and this means that daily Mass may not be possible on some retreats. However, you will be able to attend Mass on alternate days of your retreat where numbers are such that daily Mass is not possible. In line with current guidance there will be no singing at Mass.

You will be provided with a Mass sheet in your room. These will then be for your exclusive use during your stay. At the end of your stay please leave it in your room.

The main touchpoints in the Chapel will be cleaned regularly and our sacristan will ensure that correct protocols are followed to ensure your safety at Mass.
Prayer Spaces

The Main Chapel and its two prayer spaces, the Woodland Chapel, the St Agnes Chapel and the Stations of the Cross Chapel remain open for private prayer. We have arranged the seating to facilitate the safety of people using these spaces and we ask you not to enter a prayer space if the allocated spaces are already in use.

Please remember that our outdoor prayer spaces and gardens are also available for your use.

The Rock Chapel is accessible throughout your stay at St Bueno’s but we ask you to use this one person at a time and wipe the key with sanitising wipes before you replace it on its hook.

Meeting Spaces

Our meeting rooms have been assessed for safe maximum capacity and will be laid out by our staff before each meeting to ensure each group is comfortable, secure and adhering to current recommendations.

To facilitate the safety of all in St Beuno’s the opening meeting for your your retreat will be with your director and a small group of other retreatants. You will be notified of the time and location of this meeting on arrival.

Please do not move the furniture in meeting rooms without consultation with a member of our staff.

It would also be a great help if you could respect social distancing guidelines as you enter and leave the room.

Spiritual direction

We have designated a number of rooms which can safely be used for spiritual direction at present. These are large, well-ventilated spaces which allow for a comfortable and safe distance between you and your director. You will be allocated your director and direction space on arrival.
Mealtimes

Our kitchens and dining room always run to the highest standards of cleanliness, however, at present, we’ve also added in some measures to ensure we follow all government guidance so that our guests can enjoy our hospitality with confidence.

To ensure safe social distancing we are restricting the number of guests at each meal sitting. We will also sanitise all tables between sittings. You will be told which sitting you will be served at and it is important that you arrive on time for meals to enable us to operate safely. Please follow the guidance and signage in the dining room.

Lunch and Supper

On entering the dining hall you will be requested to take a seat and then will be called up to the servery by table to be served your meal on a tray. This ensures that no other guests have contact with serving utensils or food. Whilst you may be in silence for your retreat, you will need to speak to our catering staff to say what you would like to eat. At the end of your meal, please take your tray to the trolley for the staff to clear. All cutlery and crockery will be washed in our dishwasher to ensure sterilisation. If you are likely to have difficulty carrying a tray, please do let us know as soon as possible so that we can make sure we are able to help you.

Breakfast

Breakfast will be served from 7.45am until 9am. Please do not enter the dining hall ahead of this time. Breakfast will be served to you by our catering team.

Tea, Coffee and hot drinks

With the exception of at breakfast time, all hot drinks will be removed from the dining hall as we can no longer have shared facilities. We have put kettles and supplies into each bedroom for your personal use. Additional supplies will be available from the catering team in the dining hall between 10.30-11am each day.
Places to relax

St Beuno’s is a spacious place, blessed with numerous spots for reading and being quiet, and also with extensive outdoor space for those who want to walk or sit in the sunshine, although we can’t guarantee the sunshine!

Indoors – Retreatants Lounge and Library

We want to ensure you have a safe and comfortable stay, so we have re-arranged these public areas to provide plenty of spaces to sit and read. We have removed some unnecessary furniture and literature, and we will keep doors and windows open where possible. If you use a book in either of these spaces please return it to the designated boxes so that we can quarantine it before returning it to its shelf.

There are restrictions in place regarding the number of people who may use any given space at one time. Please use the guest spaces responsibly and maintain social distancing at all times.

Current restrictions mean that we are unable to open our Art room. Please bring with you any art materials you may require during your retreat.

Outdoors. We hope that you will have plenty of opportunities to get outside where restrictions are far fewer, and you can enjoy the gardens and surrounding countryside. When outside please do continue to respect social distancing guidelines for the safety and comfort of other people. If you would like details of longer walks in the local area, there are is a selection of laminated guides for walks in the Boot Room.

Bookshop and essentials. If you have forgotten something, we have a range of essential items (such as soap, shampoo and toothbrushes) available for purchase in Reception.

We usually sell books and other items in the book shop and are making arrangements to continue to provide as much of this service as possible in a safe way.
Any Questions?

How we can help

All at St Beuno’s will be doing everything we can to keep you safe and secure. We are also asking all of our guests to play their part, and we are confident that people will rise to the occasion. However, you may find that you have a concern during your stay - a question about our protocols or some other issue which you’d like to discuss.

In the event of any concern arising, please speak in the first instance to either your retreat guide or the staff in the main office. If necessary, you can also speak to our House Manager or the Director. Questions and concerns can also be sent to us via email: info@beunos.com

Thank You!

We’re delighted to be able to welcome guests back to St Beuno’s, and we’re grateful to you for your cooperation as we strive to make the experience of staying here as safe, secure, inspiring and rewarding as possible.