

Thank you for contacting us in regards to your concerns surrounding your wedding and the Coronavirus.

I can appreciate your comments and request for some guidance in regards to the future action plan in regards to your wedding.

Currently, as a venue we are guided by both Public Health England and Public Health Wales along with that of Powys County Council, who deal with our Wedding Licence(s), Premises Licence(s), Food Hygiene Certificates along with various other regulatory issues. We also take advice from both the Foreign Office and ABTA in regards to their cancellation terms and policy (when trying to decide on any cancellation procedures).

Generally all advice points to carrying on as normal in regards to opening and dealing with customers however, the overall consensus is that of the health and safety of our customers – to this extent following guidance currently we would advise that large gatherings in excess of 1000 people be prohibited – this in line with the Paris Marathon being cancelled, the London Marathon possibly being cancelled and the Wales v Italy Rugby match being cancelled.

The Castle only holds a maximum 150 guests and 50 staff at any one time.

All our staff have been advised during their normal cleaning routine to ensure all surfaces are clean and dry and customers of course would be advised to wash their hands thoroughly with soap and water for at least 30 seconds. Our understanding is that the virus passes mainly through saliva and mucus entry points (eyes, ears and nose) – therefore avoiding coughing or rubbing eyes etc without washing hands is sensible along with coughing into a tissue and disposing of this immediately (or coughing into the crook of the elbow).

We have notices on our doors to advise that customers that have arrived from (and/or been in contact with persons) from Northern Italy or many Asian Countries should in the first instance call 111 or NHS direct for guidance and to take self isolation – it would also appear that persons who have visited these countries will also be screened both on exit and entry.

Currently ABTA's travel advice has remain unchanged BUT, certain operators are restricting flights to areas that are heavily affected and in this regard the operator would have to reimburse someone or arrange an alternative flight – taking that into consideration from our own point of view theoretically your wedding can go ahead until such time as venues were advised otherwise. However, if we were unable to put on your wedding (for instance if our staff had to self isolate or where put in quarantine – then we would naturally have to refund customers or action accordingly if we cannot hold your wedding).

All our staff have been advised that upon contact with any of their friends or family who have come into a self-isolation or quarantine position to advise us immediately by phone (after phoning 111 for advice) and to remain off work and this is the same advice that I would give to any member of the community. We are keeping abreast to local news especially surrounding the hospitals and schools for any outbreaks and should any information come to light that may affect the running of weddings – then we will advise our customers accordingly.

From a more legal point of view cancelling your wedding within 6 months would mean the loss of your deposit and any later may increase your liability – however, naturally with changing information we would look to assist where possible for instance giving more than 3 months notice

may allow us to postpone a wedding with no postponement fee. If a wedding was to be cancelled or postponed in lesser time than 3 months, we would need to look at the circumstances in more detail to give an accurate response and if you wish to discuss this further our Business Systems and Procedures Manager can be contact via michael.ludwig@craigynoscastle.com

We are currently taking advice from the links below and whilst I appreciate there is a lot of information – the general consensus is to carry on as normal and to up the cleaning regime – all of which our staff have been advise to read and follow.

<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>

<https://www.england.nhs.uk/ourwork/epr/coronavirus/>

<https://www.hse.gov.uk/news/coronavirus.htm>

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-covid-19>

<https://phw.nhs.wales/news/public-health-wales-statement-on-novel-coronavirus-outbreak-in-china/>

<https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/>

Therefore, I am sure that currently Craig Y Nos Castle stands in good stead to hold your wedding as currently planned and to date we have not had any cancelled weddings and are open for business as usual.