

Subject: Craig Y Nos Castle - Your Wedding and the Coronavirus - was sent to all Wedding Clients > today
Date: Sunday, 15 March 2020 at 15:42:20 Greenwich Mean Time
From: Michael Ludwig (Business Systems & Procedures Manager at Craig Y Nos Castle EMAILING FROM HOME)

As no doubt you will have heard in the news, a number of items are floating about as to what is allowed and what is not allowed - specifically in relation to large gatherings and events.

My personal understanding is that if Events are to be cancelled, it will be large gatherings possibly of 500 or more, this means your Wedding at the Castle can go ahead.

As yet we have not had to cancel or postpone any wedding at the Castle.

Whilst we deal with the uncertainty of coronavirus, I wanted to update you on the precautions we are taking to ensure that all our hotels remain a safe space for our guests and employees to enjoy over the coming months.

As always, the Castle and Farmhouse look to maintain the highest possible level of hygiene and we are awaiting delivery of new hand sanitizers to be wall mounted however good soap and water hand washing is always essential, with all staff having hand sanitisers at Reception, the Bar, the Kitchen and the Conservatory. Staff have been advised on the NHS guidelines in regards to the virus and its manifestations and should any staff feel they have any symptoms they will be asked to self isolate - thankfully, to date nobody has shown any indication.

Our team has been fully briefed with current government requirements and are undertaking extreme levels of health and safety procedures to ensure that guests and other staff members are safe.

You may be wondering what the implications are if your wedding is booked with us in the coming months. Despite the cancellation of conferences and large social events, such as Six Nations rugby matches, there is no need at this stage to be concerned about your wedding. We are open, trading and doing business as usual but i appreciate any concerns you may have, and have a specific web page <https://www.craigynoscastleweddings.com/coronavirus.html> dedicated to Government News, Health Information and our own Customer Information containing 2 documents that we have used in response to customer questions over the last few days - this weekend the news has sparked off a number of "what if questions" hence my email today.

Our advice is that you need to be as sensible as you would protecting yourself against a cold and flu. As the government guidelines advise, If you have any guests that may have been in contact with someone or from any area that has been highlighted then they should notify you before the event. Personally i would suggest any one who has been in an affected area self quarantines and anyone who has been on a cruise ship also self quarantines perhaps for 14 days prior to attending. Of, course there is uncertainty surrounding those over 70 and what would happen if the UK Government bans movement for people in these age groups. Whilst we are unable to answer that we can assure you that should you have to reduce any wedding numbers because of the non-attendance of anyone affected, then we will not hold you to your exact contractual terms.

The latest Public Health England (PHE) advice now requires individuals displaying symptoms, however mild, of Covid-19 infection to stay at home and not leave their house for seven days from the appearance of those symptoms. The most common symptoms of Covid-19 are the recent onset of a persistent cough and/or a high temperature. For most people, Covid-19 will be a mild infection, although it can be a more serious illness. Government guidance can be found <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response> and is intended to protect friends, colleagues and

the wider community and help control the spread of the virus nationally.

We recognise that the most recent guidance presents a challenge. I am sure that you will appreciate the importance of this and understand the need for us all to follow this guidance.

At this stage, the weddings and events planned will go ahead as at 15th March 2020

Our dedicated webpage <https://www.craigynoscastleweddings.com/coronavirus.html>

Specifically the documents within

<https://www.craigynoscastleweddings.com/files/060320-CORONAVIRUS--CUSTOMERS-.pdf> and

<https://www.craigynoscastleweddings.com/files/110320-Craig-y-Nos-Castle-Weddings-and-the-Coronavirus.pdf>

These will also advise on our postponement procedure(s) - which in essence are such that should you have to postpone - we will not penalise you or charge you our usual postponement fee.

Naturally, I am sure you will agree that as this is an exceptional and of course unexpected situation that we find ourselves in should you have questions relating to your own wedding and our dedicated web page <https://www.craigynoscastleweddings.com/coronavirus.html> cannot answer feel free to contact your wedding planner directly (who will be best advised to discuss your own wedding). You can find your Wedding Planners contact details here <https://www.craigynoscastleweddings.com/contact-us.html>

If you have a purely contractual question feel free to email myself:

michael.ludwig@craigynoscastle.com

Do check the webpage regularly as this is where we will be posting the most up to date and current information.

Thank you for all your support, and if you have any further questions feel free to contact us and naturally we look forward to your upcoming wedding.

[On behalf of the Craig Y Nos Castle Wedding Team - Adrienne, Emily, Molly and Nicola](#)

Michael Ludwig

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