



Dear Guest,

We aim to make your stay as relaxing and minimally impacted by Covid measures as possible. There are however some new laws and more government guidelines, we as a hospitality business must follow, as well as some of our own measures we believe to be the right thing to do to keep us all safe. This information sheet will hopefully answer many questions you may have, but if we have not addressed any, then please ask one of our team members or contact reception on 0 who available 24 hours a day.

Face coverings - Updated 22nd September due to new Government legislation

As of Thursday 24th September, it is now mandatory for everyone to wear a face covering in hotel public areas. We respectfully request that you wear a face covering whilst walking around the hotel. You do not need to wear a face covering when seated at a table in our bar or restaurant and are eating or drinking. Face coverings are required when signing in at the leisure club but can be removed once inside. Children 12 years and younger and anyone with any exemptions are not required to wear a face covering.

General COVID guidance

Everyone can play their part in helping to reduce the spread of the virus by:

- Using the hand sanitiser when arriving at the hotel every time, before entering the restaurant or meeting and event rooms
- Frequent hand washing with soap and water or using a hand sanitiser
- Using a tissue when coughing or sneezing and then disposing of the tissue promptly and carefully
- Informing a member of staff of any illness and remaining in your room where your meals and drinks and anything else you may need can be bought to you.
- Avoiding any public space or area while unwell and placing yourself in self-isolation

We kindly ask you to adhere to the above guidelines, to protect yourself, our staff, other guests and to help contain the spread of Covid-19.

Cleanliness

Your health and wellbeing and that of our staff, is our highest priority; and to this end we have a team of staff who are trained in the sanitisation of all bedrooms, public areas, and touchpoints. We also have a team of staff who have received certificated training on infection control and we have an action plan ready to go should there be a suspected case of Covid-19 with either a guest or a staff member.

Room Cleaning

To protect you and our team we are reducing the frequency we visit your room. We will not service your room during your stay each day unless you contact reception to request a service. Our housekeeping team will change linen on the 5th day of a long stay, again unless you require more frequent or indeed no service, please contact reception. If you would require any replenishments, i.e. extra towels, tea, coffee, or milk, then please call reception on 0 and a member of our team will deliver and leave outside your room.

Bar service

We will be operating table service in the bar/lounge or outside areas. Please take a seat and a server will be with you as soon as possible. Please bear with us in busy times as there may be longer waiting times, as we have fewer team members available than usual, due to social distancing measures.

Dining

To ensure that we can maintain social distancing, we request that you book your dining times at reception if you are intending to eat with us as soon as possible, **this includes breakfast**, due to the fewer tables physically available to maintain them at 2m apart. Please come to the restaurant at your booked time and our staff will take you straight to your table.

Breakfast service is now back to a buffet system. Cold and ambient items have been designed to be collected simply and easily in portions, to reduce the contact and sharing of cutlery, serving utensils etc. For hot food items - please visit the buffet when social distancing with other people allows and you will be served to you by a team member who will then hand you your plate when you have finished selecting what you would like.

10pm closing

Please note it is now law that the service and consumption of any food and beverage items in any public spaces must stop at 10pm. To aid this we will stop taking food orders from 9:00pm in the restaurant and 9:40pm in the lounge bar. Beverage orders also close at 9:45. After this you can order room service only and this must be consumed in your room.

Room service / In room dining

Room service is available, however please understand at peak times it may well take longer than usual, this is due to the reduced number of staff members we have available, to maintain social distancing ourselves. Please note there is an additional £5 service charge for trays to be delivered.

Please dial room service from the phone in your room. Our staff will bring the tray to your room, knocking to alert you and leave it outside of your door. When you have finished with your tray, please leave it outside of your door for us to collect.

Spa & Leisure Club

Whilst resident in the hotel we are encouraging our guests to change in your bedroom to avoid using the leisure facilities changing rooms to help social distancing. You are required to wear a mask until you pass into the pool area. Please note that due to guidance the steam room and sauna are closed and some of our gym equipment is not in use. There are maximum numbers allowed in the areas and there will be a one in and one out waiting in the unlikely event these numbers are reached.

Check out

Please let our reception desk know the night before if you plan to leave early before 7am so we can get your account ready for you, this will mean less time for you waiting at the desk in the morning. Please place used keys in the used key box which is at reception.

PPE and Hand sanitiser

Masks, gloves, sanitising wipes, and hand sanitiser are available at reception for sale should you wish to purchase any for your travels. You will find hand sanitiser stations at reception, the entrance to the restaurant and in our public areas. We kindly request that you sanitise your hands with the hand sanitiser at the entrance to the hotel each time you re-enter the building and before going into the dining areas. You can also wash hands in our public toilets where there is plenty of soap and water. Please note the entrance doors to these areas are propped open to reduce the touchpoints for guests.

If you feel unwell while staying with us:

please follow the below steps for your own health and the health of our staff and other guests:

1. If you feel unwell please, DO NOT leave your bedroom
2. Using your room telephone, dial 9 for an outside line then the NHS 111 number to seek medical advice. Dial 999 if you are feeling severely unwell, or use your mobile
3. Dial '0' to inform one of our team of the situation

Whilst you are staying with us and are unwell we will provide clean bed linen , towels, toiletries and replenish tea, coffee and water which will be placed outside your bedroom door, our team will not enter your bedroom for their own health and to avoid any cross contamination

We truly hope you enjoy your stay with us, and we thank you for your cooperation.

Kind regards



Steven Brazil
General Manager