



## COVID-19 POLICY

### KEEPING YOU SAFE

For your peace of mind, here is a list of some of the safety measures that we are operating whilst you are with us. Please note that government guidelines are continuously changing and these points will be updated accordingly, without prior notice in order to comply:

Our hotel has been independently audited by Quality in Tourism, using approved Environmental Health protocols.



**Internal protocols** we have increased the frequency and efficiency of cleaning procedures adopting clinically approved and certified sanitising products proven to be effective against Coronavirus.

Additional checks on serviced rooms are carried out by supervisors and management ensuring our highest standards are maintained.

Key cards will be sanitised when returned to reception.

There will be hand sanitisation stations in our public areas.

There is social distancing signage throughout the hotel to remind everyone to keep a safe distance.



**Face coverings** our co-workers will wear personal protective equipment to protect themselves and our guests.



**Public spaces density and staffing**

Public workspaces are reconfigured or restricted in accordance with government guidelines.

In accordance with social distancing measures, we will only be able to check-in or check-out one room at a time and we ask that guests queue patiently if required.

We have installed a plexiglass screen to shield guests and our co-workers at reception without hiding a welcome smile.



**“Touchless” facilities** mobile technology has been introduced to help you check-in and check-out remotely.

Guests are encouraged to use any online, mobile or contactless payment methods that are available and avoid cash payments where possible.



**Housekeeping service** our linen is laundered at over 60 degrees centigrade.

Unnecessary high-touch items have been removed from rooms.

Every guestroom is ventilated between guest stays. For best results, check-in will be no earlier than 2pm to allow for proper ventilation of your room.

For guest safety, rooms will not be serviced for stayovers unless requested with our reception team by 10am.

For more towels, bedding or any additional items, guests can contact reception and whatever is required will be placed outside your room.



**Restaurant** our menus and guest directories will be accessible by using web links from your booking confirmation.

Whilst our food offering will be reduced, it will be plated only removing any buffets to prevent cross-contamination, we will still strive to offer a great quality menu with popular dishes.

Due to social distancing restrictions, all meals served in our restaurant, require guests to prebook a time slot. You can contact us to select your preferred time for dinner after you have made your room reservation or we can book your time slot at check-in.



**Luggage storage** we recommend guest luggage stays with the guest at all times,

however, should you wish to store your luggage with us or need some help with taking it to your room, your bags will be disinfected and handled by a staff member wearing PPE.

Updated September 2020