



## **STAYING COVID-19 SECURE (Phase 3 May 17<sup>th</sup> 2021)**

### **HOTEL ROOMS**

When we reopen our hotel for all customers, we want to create an environment where everyone has peace of mind. Our top priority is the safety and security of our customers and team.

We have continued our programme of cleaning and social distancing measures, designed to keep our guests and team safe. The programme has been developed by a collaboration of dedicated cross functional hygiene experts, industry experts and our health & safety company, and has formed the basis for our continued way of working.

We will continue adopting the following practices in line with Government guidance:

- Cleaning using antiviral disinfectant against the Corona Virus, and certified to EN1276 & EN14476
- Increased cleaning of high touch points and public areas and bedrooms.
- All linen and towels are laundered at high temperatures and disinfected
- Hand sanitiser stations at key locations
- Social distancing measures in place throughout the hotel in line with Government recommendations
- PPE provided to all hotel team members.
- Entrance / Room keys sanitised prior to collection
- All team members are temperature checked on entering the hotel.
- To minimise contact with rooms our housekeeping teams will not enter your bedroom during your stay unless you are staying more than five nights.
- If you require replacement towels or toilet roll during your stay, please ask a member of our team who will be happy to help.
- Breakfast will need to be pre-ordered the night prior with arrival time. Only pre-ordered breakfast will be served.
- Breakfast tables will be allocated to your room number or Numbers if a group booking and will need to be adhered to, in line with social distancing guidelines.
- There will be no self-service at breakfast.
- To minimise contact and touch points throughout the hotel, we are no longer able to offer luggage storage.

### **Please Note Additional Safety Measures.**

- Our restaurant will be open at the set times, tables will need to be booked in advance. You can also book and pre order via our restaurant app.
- Our bar will also be open at the set times and will operate within the Government guidance.
- Currently both food & drink are being offered via table service only.
- The Government has enforced that all establishments record guests detail as part of the 'Track & Trace' contact tracing, in the event of a case being detected. The easiest and quickest way is to scan the NHS QR Code, which we have at our reception and in our bar & restaurant, or we will record the details manually.
- Face Masks to be always worn (unless exempt) when not in your room or when not seated at a table.

Additional measures may be introduced with the government's reviews.