



The safety and wellbeing of our guests and team has always been important to us and everyone in our hotel should rightly expect a safe, clean, and protected environment. The coronavirus crisis has brought this to the forefront of our focus.

Developed in partnership with industry experts, local & central government, and NHS England. To give you extra peace of mind so you can book and stay with confidence.

Pre-Arrival Communication

We will email all guests on the most up to date government guidelines and procedures prior to check-in.

Checking-in and social distancing

Minimising contact and increasing protection at reception, keeping social distancing measures in place and hand sanitiser are available in key locations. All keys sanitised prior to collection.

Hygiene and anti-viricidal sanitising spray

More frequent cleaning of high-touch areas, such as check-in area reception, door handles and handrails with approved disinfectants to the European standard of EN14476, effective against COVID-19. In the bedroom, we are paying special attention to cleaning light switches, sockets, TV remotes, door handles and desks.

Housekeeping

Our team have been trained to ensure they maintain the highest standards in cleanliness and hygiene following the latest government guidance. We are also carrying out additional checks on rooms.

Bed linen and shower curtains

Our linen supplier launders all our linen at over 60 degrees, with disinfectant detergent so you can enjoy a safe and great night's sleep.

Protective equipment for our teams

To protect our team, we have provided them with PPE equipment including gloves, aprons, and hand sanitiser. Whilst there is no government guidance on the need to wear face masks in a hotel setting, our team have been provided with face masks, empowering them with the choice if they wish to wear them.

