



## *Covid-19 Safety Measures*

Whilst adapting to the new normal we have made lots of changes throughout the hotel and have the following new measures in place to ensure your safety. We will continue to adapt and review these measures in line with government guidelines.

The safety of both staff and guests is our top priority, so rest assured knowing that we are doing everything we can to keep everyone safe.

1. Social Distancing throughout the hotel
2. Exceptional Cleanliness
3. Hand Sanitiser Stations
4. Protective Screens
5. PPE is available to all staff and guests
6. Contactless check in and check out
7. Contactless payments where possible
8. Changes to our breakfast and dinner service

More detailed information on our COVID-19 safety measures can be found below.

### *1. Social Distancing*

Staff and guests are asked to adhere to social distancing rules at all times, please remain 1 metre + from others.

Signage and guidance are given to define social distancing.

There is a one-way system throughout the hotel.

Furniture has been rearranged throughout the hotel in line with social distancing rules.

### *2. Cleanliness*

Guest bedrooms will not be serviced daily, please contact reception for any extra items.

Bedrooms will be cleaned to the highest possible standard with extra care given to high touch points.

Public areas including toilets will be deep cleaned every 24 hours and sanitised regularly throughout the day paying particular attention to high touch points such as door handles.

If you are a hotel resident please try to use the toilet in your room rather than our public facilities.

### *3. Hand Sanitiser*

Hand sanitiser stations are available at several points in the hotel. Please use these when entering and exiting the building.

### *4. Protective Screens*

You will find new protective screens at reception, in the restaurant and bar.

### *5. PPE*

Members of staff serving food and drink will wear protective face coverings and gloves where required.

### *6. Check in and Check out*

Guests will be asked to complete all registration forms prior to arrival.

On arrival collect your welcome pack from reception.

We will no longer be able to show you to your room.

On the evening prior to your departure, full payment will be taken from the card details left when booking. A receipt will be given to you at breakfast. Please contact reception to make any changes to this procedure.

On departure simply drop your key into the key deposit box.

### *7. Contactless Payments*

Where possible contactless payments or charging items to your room are preferred.

## *8. Breakfast and Dinner Service*

We will either be serving a plated breakfast to your table (during quieter periods) or a screened buffet style breakfast which will be served by a member of staff (during busier periods).

Guests will be asked to book a time slot for breakfast.

Breakfast can be taken in the main restaurant, lounge, outside on the patio or in your room.

Reservations must be made in advance if you wish to dine with us.

Dinner reservations will be staggered to ensure social distancing.

Tables are positioned the required distance apart in all our restaurants.

We will be offering table service in all areas of the hotel.

Menus have been simplified to enable our chefs to work safely in the kitchen.

All menus are disposable.

### *General*

Doors and windows will remain open where possible to limit contact.

All employees have been re-trained and are aware of government guidelines.

Room service is available to everyone that would prefer in room dining.