

# Our Clean and Safe Commitments to you

In place throughout the hotel and grounds, for guest and staff safety



## 1. Social Distancing

Social distancing is in place throughout the hotel. Please stay at least 2m apart from other guests and staff.



## 2. Face Coverings

Please wear a face covering in all indoor public areas of the hotel. Face coverings are not required in the restaurant when eating or in your bedroom.



## 3. Exceptional Cleanliness

Increased cleaning frequency throughout the hotel, paying extra attention to high-touch items. Staff will be washing or sanitising their hands regularly.



## 4. Hand Sanitising Stations

Contactless hand sanitising units are available throughout the hotel.



## 5. Air circulation & Protective Barrier

We are ventilating public areas as much as possible to allow increased air circulation. Protective screens are installed in close contact areas.



## 6. Temperature checks

Staff and guests are being temperature checked on arrival. If temperature found to be high, they will be asked to return home and follow government guidelines.



## 7. Check In & Out

We have a protective barrier at reception & we aim to reduce checking-in time. Keys are disinfected. Please return keys into the drop box in reception.



## 8. Methods of payment

We would prefer payment by credit or debit card please, or BACS in advance.



## 9. Bedroom Cleaning

We are deep cleaning after every stay. Once a bedroom is cleaned no one enters until the next guests. Laundry will be done using Covid safe practices.



## 10. Restaurant, Bar, Courtyard and Room Service

Tables are spaced 2m apart to provide social distancing; table service only, enhanced frequent cleaning. Capacity has been reduced to 30 maximum. Menus have been simplified. Condiments are available on request. Please book. Room Service is available, delivered to the bedroom door.



## 11. NHS Track & Trace

We will only be accepting booked guests who leave contact details that will only be passed onto NHS Track and Trace if necessary. Details will be destroyed after 21 days. NHS Test & Trace App QR Code available at each entrance and at Reception.



## 12. Please follow signs

Guests who are staying with us, please use the main entrance which will be signposted and follow the signs showing directions around the hotel. Guests who are dining only with us, please use the restaurant entrance which will be signposted.

### What guests can do to help:

- Wash hands frequently or use our hand sanitiser dispensers
- Maintain social distancing
- Avoid handshakes and hugs
- 'Catch it, Bin it, Kill it,' Cough into a tissue that you throw away. Then wash your hands.
- If you do not have a tissue, please cough in your elbow to prevent air droplets from spreading.
- Avoid touching your face: eyes, nose and mouth.
- Wear a face covering in public indoor areas of the hotel e.g. in a corridors, reception.

All Clean and Safe measures in place are subject to change, in line with updated government and industry guidance