



Customer Covid-19 Guidance

Pre Arrival

1. We politely request that if you are displaying any symptoms of Covid-19 that you call us to postpone your stay. These include: A high temperature and a new and persistent cough, loss of taste or smell.
2. If you have booked directly with us, prior to your arrival we will email or contact you with all the necessary information about your stay and our latest Covid-19 management process.

Arrival & Check - In

3. We request that if you are displaying any symptoms of Covid-19 that you do not enter the hotel. These include: A high temperature, a new and persistent cough, loss of taste or smell.
4. We have put in place some signage on arrival and throughout the hotel detailing the guidelines we have in place to protect you and our staff. Any of our guests or visitors displaying Covid-19 symptoms may be asked to leave the premises.
5. Staff will also be wearing a mask for customer and staff safety. Please note we have a thermometer at reception should you feel concerned at any point during your stay.
6. Hand sanitising stations will be provided at all hotel entrances and in reception areas for you to use. we politely ask you use these on entering and exiting the hotel.
7. Our check-in process has been streamlined to allow for a fast and reduced-contact experience. Please also note that we will only be accepting debit and credit cards for the foreseeable future, to avoid the handling of cash. Any Outstanding payments must be settled on arrival. Our check-in time remains the same, from 1.00pm. We kindly ask that you advise of an estimated time of arrival to limit over-crowding of reception. We ask that any food and drinks bills are settled before returning to your room.
8. Reception areas have been reconfigured where necessary to ensure social distancing can be maintained at all times. We kindly ask that customer bring their own mask to use throughout the hotel. Masks can also be purchased at reception.
9. During these times we have been advised against handling your luggage or belongings, However, we are always happy to help and will ensure we do so with your safety in mind.
10. If you have any special requirements please let us know before you arrive so we can make the necessary preparations with everybody's safety in mind.



Common Areas

11. All surfaces, door handles and equipment will be regularly cleaned and sanitised throughout the day by staff.
12. We have set up hand sanitising stations throughout the hotel for you to use and we politely ask you use these when entering and exiting the hotel.
13. Extensive cleaning of shared surfaces will be conducted throughout the day by our staff and checked regularly.
14. We have equipped our toilets with sanitising handwash at the basins, with disposable hand towels.
15. To avoid overcrowding in the washrooms, we ask that guests who are staying with us use the bathrooms in their bedrooms.
16. When walking through the hotel we will ask that you please use your discretion and consideration by keeping a social distance of a minimum of 1 meter between yourself and other guests. We may have in place some floor markings and guidance signage throughout the hotel to assist.

Bedrooms & Bathrooms

17. We will provide anti-bacterial handwash in all our bedrooms for you to use, as well as clear signage on best practices for staying safe when on your break with us.
18. Every guest bedroom and en-suite will be fully sanitised before each stay and sealed to ensure no contamination occurs prior to your arrival.
19. Fabric items such as mattresses, pillows, duvets, cushions, chairs and other furniture is sprayed or washed with an approved sanitising solution.
20. All surfaces are thoroughly wiped down and cleaned prior to your arrival.
21. Linens, towels are washed on a high heat, with added sanitisation.
22. Any printed material has been laminated and will be sanitised before and after your stay.
23. Our housekeeping teams undergo strict sanitisation prior to starting work and will wear the appropriate PPE during cleaning.
24. Should you prefer housekeeping not enter your room during your stay, please advise the reception team at check-in.

Check Out

25. To check out, all you need to do is return your room key to reception staff.
26. We ask that you use the hand sanitisers before leaving the hotel.

***We may be required to change our policy in line with changes to Government Guidance and Level of restrictions without prior notice**

Food & Drink

1. When you stay with us you can dine in your room or, where guidance and regulations permit, in the designated dining areas.
2. If you are not staying with us you can still dine with us. All that we ask is that you book your table in advance and provide track and trace information.
3. If you are displaying any of the symptoms of Covid-19 we ask that you call us to postpone your booking.
4. We will be offering an à la carte breakfast for you to enjoy during your stay. To manage physical distancing, we will agree a dining time with you at check in. We kindly ask that you return completed breakfast orders to reception by 9.00pm.
5. If you are staying with us we will confirm at check-in your dining times during your stay.
6. To maintain the social distancing guidelines, we will not be offering drinks at the bar, instead we will offer a full table service.
7. We ask that guests who are staying with us to use the bathrooms in their bedrooms. If you are not staying with us we request that you follow the social distancing measures we have displayed on our signage when using the public bathrooms.
8. We have equipped our bathrooms with sanitising handwash at the basins and disposable hand towels.
9. Hand sanitising stations will be set up at the entry and exit points to use and should be used every time you enter or exit dining areas.
10. All our staff undergo further training and sanitisation prior to starting work and will be appropriately attired in line with PPE guidance.