

MEASURES WE ARE PUTTING IN PLACE TO ENSURE THE SAFETY OF OUR STAFF AND OUR GUESTS FROM COVID-19 PANDEMIC.

1. All Staff will have their temperature checked and will have to fill in a Health Check questionnaire every day before they start work. Regularly throughout the day staff will be sanitising handles and all surfaces.
2. Social Distancing Markers will be in place to ensure that everyone observes the 2m distance. In accordance with current Government Covid-19 guideline, guests will be required to provide the following contact details prior to check-in, home address, email address and phone number. There is NHS track and trace QR Code at Reception which all guests will have to scan on arrival.
3. Hand Sanitisers will be placed at both Front and Rear Exits. Staff will be issued with suitable PPE.
4. There will only be one member of the Reception Team at the desk at any time and there will be a perspex protection screen in place to shield Guests and Staff members. Key Cards will be issued on arrival as usual at Check in and each key card will be sanitised before being handed to the Guest.
5. Guests are required to wear face coverings in Hotel Corridors, Stair Wells and Public Areas.
6. We will maintain our rigorous cleaning standards in the bedrooms, additionally we will use a high grade sanitiser on all surfaces. Housekeeping will always wear gloves and face covering.
7. Due to Covid-19 best practice guidelines we no longer offer full English breakfast. A complementary grab and go breakfast is available upon request.
8. We will check with guests whether they wish to have housekeeping on a daily basis or whether they would prefer not to have any housekeeping and call reception when they need something.
9. On Check out if the guest wishes to store luggage this is still possible, the receptionist will be wearing gloves, face covering and will transfer the luggage to the storage area.
10. All staff will be trained staff with regards to infection control and hygiene measures.
11. The Hotel will constantly be reviewing its safety practices in accordance with Government Guidelines.
12. We are operating a ten guests only policy which will enable us to maintain our high Covid-19 standard throughout the Hotel.
13. Our bedrooms have a 48 hours decommissioning policy. Any bedrooms used will not be booked for a minimum of 48 hours.
14. Only card payments will be accepted.