



OUR COVID-19 GUIDELINES

Dear valued guest,
Your safety and that of our staff are our top priority.

We want to reassure you that we've considered every aspect of your stay so that we can still offer you a great experience and fantastic friendly service while we all remain safe and well.

We've put the following service and safety procedures in place to ensure your time with us is as comfortable and safe as possible. These may change from time to time according to the latest advice from government and UK Hospitality, which we'll be monitoring continually.

Kind regards,
Tony Giauna
General Manager

HOTEL

- We use cleaning products that are proven to be effective against Covid-19.
- All surfaces, screens, door handles and equipment will be cleaned and sanitised with increased frequency throughout the day.
- We've reduced the number of non-essential items in guest rooms.
- During these times we've been advised against handling your luggage or belongings.

OUR GUESTS

- Enhanced cleaning procedures have been implemented throughout the hotel.
- Every guest bedroom will be fully sanitised with hospital-grade cleaning chemicals before each stay.
- When walking through the hotel, we ask that you please use your discretion and consideration by keeping the specified social distance between yourself and other guests.
- Check-in times remain the same.
- We ask that the lift is occupied by only one person at a time, or your family group.

OUR TEAM

- All our hotel teams have undergone comprehensive hospitality-focused training on how to prevent the spread of Covid-19.
- We have implemented new work patterns and redesigned our office space where applicable.
- Staff areas have been re-planned to include sanitisers, appropriate signage and limited capacities.

CHECK-IN AND CHECK-OUT

- Check-in is available prior to arrival.
- Credit and debit cards only will be accepted for the foreseeable future to avoid handling cash.
- Your card will be charged on check-in for the cost of your entire stay.
- You can find all the information relating to your forthcoming stay online.
- All bedroom keys will be sanitised prior to use.
- On check-out we will automatically take payment for any additional costs incurred during your stay using your credit card details.
- We're happy to send you your final bill by e-mail. Please ask reception if you'd like us to do this.

FOOD AND BEVERAGE

- We've introduced new reduced capacities in all areas and tables must be pre-booked. Dining areas have been extended to include our events rooms, terraces and gardens to ensure all diners are a minimum of two metres apart.
- To maintain social-distancing guidelines, we will not be offering drinks at the bar. Instead we will offer a full table service throughout our bars, restaurants and lounges.
- Our hotel has been awarded a 5-star food hygiene rating by the Food Standards Agency. This rating is only awarded for very high standards of handling, storing and preparation of food, and the cleanliness of facilities.
- If you're not staying at the hotel, you can still dine with us. All we ask is that you book your table in advance.

MEETINGS AND EVENTS

- Events will be allocated larger meeting rooms.
- Events that maximise capacity will be given exclusive use of meeting areas.
- We can set up meeting rooms to offer single-use items on request.