



## ***How are you looking after the safety of your team?***

- Training for everyone on social distancing and hygiene standards
- Job specific training, e.g. enhanced cleaning standards or food hygiene
- Clear guidance on taking time off when feeling unwell
- Communication channels for team members to get further advice and guidance
- Provision of PPE consistent with job roles, where required



## *How are you looking after the safety of your guests?*

- Minimal contact at check-in/check-out, including contactless payment
  - Perspex screens within the reception area
  - Sanitisation of room key cards before re-use
- Social distancing applied using the 2-metre rule throughout the hotel, including guest communication and signage to reinforce the message
  - Hand sanitizer stations in key locations



## *How have you revised your cleaning standards?*

We have implemented the following sanitisation and cleaning measures:



Thorough deep clean and sanitisation before reopening



Use of globally recognised chemical provider Ecolab & increased use of appropriate chemicals



Increased time allotted for room cleaning to enable a deeper level of cleaning

## *How have you revised your cleaning standards?*



Disinfection of all touchpoints within bedrooms & a 'one cloth per room' policy, meaning a new/fresh cleaning cloth in every room



Revised team training to educate on the new standards required



Increased frequency of cleaning in public areas including touchpoints such as lift controls, door handles and soap dispensers, etc



Increased cleaning regimes back of house



Use of appropriate PPE, which is changed regularly, for housekeeping team members



***Do I need to give you my  
details for test and trace  
purposes?***

From Thursday 24th September we will be asking all guests to register their visit via the NHS contract tracing app using the QR codes displayed in public areas. If you do not have a smartphone, you will need to give your details directly to a member of the team instead.



***What will be the impact of the government guidelines to hospitality businesses during my stay?***

Government guidelines for food and beverage operations means that service delivery may be different at this time. Please note that you will be required to make meal reservations and remain seated at your table. Also, our bar and restaurant will be closed between 22:00pm and 05:00am and any further food and beverage will be offered and delivered via room service only. In an area where there is a regional lockdown, the guidance may differ. Full details will be given to you at check-in, but please do contact us directly if you would like more information before your stay.



*What's your cancellation  
policy?*

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