

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.
 - Enhanced cleaning regimes in public areas and touch points.
- Perspex screens within the reception area and Health & Fitness Suite.
 - 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 sanitiser stations in key locations.
- A different approach to dining while maintaining our high standard of both food and service.
 - Sterile wipes/ gel will be available for guests upon request.

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 & increased use of appropriate chemicals.
 - Increased time allotted for room cleaning to enable a deeper level of cleaning.
- 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 staff 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

HOUSEKEEPING

Your room will be fully cleaned and sanitised before your arrival. For the safety of all we have modified housekeeping services.

- If you are staying with us for more than one night, your room will only be serviced on the fifth morning of your stay.
- If you require additional towels/ toiletries/ tea & coffee etc please contact reception before 3pm daily and these will be delivered to your room.

DINING

BREAKFAST:

Breakfast will be served in Thompson's Restaurant from 0730-1000 hrs Mon/Fri & 0730-1030 hrs Sat/ Sun.

A reservation is essential please contact restaurant / reception team to book.

DINING:

Food will be served in the lobby between 1200-2200 hrs.
Thompson's Restaurant from 1730-2100 hrs Sun- Thurs & 1730-2200 Sat/Sun.

A reservation is essential please contact restaurant/ reception to book

COPPINS BAR:

Coppins Bar will be open for table service only. Drinks can **only** be served during or after a meal if you would like a pre- dinner drink this should be charged to your room.

HEALTH & FITNESS SUITE

Our Health & Fitness Suite will be open between 0700- 1900 hrs Mon/Fri &
0800- 1900 hrs Sat/ Sun.

A reservation is essential please contact our leisure centre on extension 251 or reception team to book

Please note our jacuzzi and steam room remain temporarily closed.