



## **Covid 19 Guest Information**

Please be assured we have a comprehensive list of measures including staff training that we have put in place prior to our reopening on 4th July 2020.

These guidelines and regulations will be under constant review as we follow government and UK Hospitality recommendations. We therefore ask you to check the information prior to arrival for your reassurance and to comply with our procedures.

### **Before Arrival:**

We request that should you be displaying any symptoms of Covid-19 that you call us to postpone your stay with us. These include a new persistent cough, high temperature or loss of smell and taste.

We recommend all guests download the NHS track and tracing application, when it becomes available, prior to arrival to ensure we are all alerted to any guests who may pose a risk of spreading Covid-19.

### **Reception:**

Strattons reception will be open from 9am – 7pm daily for check ins, check outs, telephone enquiries and online correspondence. We request that you use the hand sanitiser dispenser located at the entrance to the main hotel where reception is located. You will be asked to wait at a safe distance if any other guests are already being served.

### **Check in:**

You will be asked to complete a verbal check in with reception where you will also collect your key and be given directions to your room and locations of food and drink service.

### **Check out:**

You will be asked to pay your room only or bed and breakfast rate as per your booking confirmation on check in with reception, any food or drinks ordered during your stay will be pay as you go, this allows you to check out easily and safely by simply dropping your key back at reception by 11am.

All room keys and PDQ machines will be sanitised after use. We request that you use the hand sanitisers provided before departure from the hotel.

### **Housekeeping:**

A housekeeper will thoroughly service your room prior to your check in, after this no member of staff will enter your room for the entirety of your stay. If you require any fresh towels, mini bar or tea tray items please contact reception between 9am – 7pm to arrange delivery to your door. If you would like cleaning products to use in your room, please let us know.

To avoid unnecessary use of the public bathroom facilities, we politely request that our inhouse guests use their own bathroom where possible.

### **Breakfast:**

Breakfast will be served at our normal times 7.30am – 10am Monday to Friday or 8.30am – 10am weekends and bank holidays. You will be asked to pre-book your breakfast time on check in and if you require room service or would like to dine in our on-site CoCoes. If you have booked a table in CoCoes please do not arrive early or late as you may not be seated. We require a pre-order for all room service breakfasts; please place this with reception the night before. Hand sanitisers will be provided at the entrance to CoCoes to use prior to entry.

#### **Dinner:**

Dinner will be available in CoCoes or as room service pre-booked between 5pm and 8pm daily. A menu is available on our website or by e-mail. If you have booked a table in CoCoes please do not arrive early or late as you may not be seated. All dinner menus will be presented on a single use paper format to you. Hand sanitisers will be provided at the entrance to CoCoes to use prior to entry.

#### **Afternoon tea:**

Afternoon tea will be available daily, pre booked and taken as room service, take away, in the hotel lounges, restaurant or outside. Bookings must be made with at least 72 hours notice. If you have booked a sit in option please do not arrive early or late as you may not be seated. Hand sanitisers will be provided at the entrance to the hotel to use prior to entry.

#### **Residents drinks:**

Our hotel bar (table service or room service) will be open as normal from 12pm to 10pm.

#### **Daytime food service between 10am – 2pm daily:**

CoCoes will be open for takeaway, eat in or room service for homemade cakes, coffee, tea, lunch, and light bites.

#### **Our Team:**

Please be assured that every member of our team has undergone full training on how to prevent the spread of Covid-19 within the hotel setting.

Any team member displaying symptoms or who has been contacted by NHS track and trace will be immediately sent home and required to self-isolate for 14 days prior to returning to work.

All team members will be temperature checked upon arrival and will be required to confirm that they have not been in contact with anyone with Covid 19 symptoms.

Team members are provided with PPE relevant to their area of work and have been given full training on how to use this correctly. All our staff have access to hand sanitiser, soap and paper towels and are trained in using these products and procedure's thoroughly and regularly.

