

DUTY OF CARE POLICY

Last Revision: 26 June 2020

We are following government recommended guidelines regarding these policies, which include group numbers, social distancing and health and safety requirements. As these guidelines are subject to review, we will update our policies to create a safe and welcoming environment for all our guests and our staff.

Bar and Restaurant

- Hand sanitisation units will be placed at main entrance and exit as well as other various strategic areas throughout the building
- We will be maintaining a minimum 1m distancing between staff and guests as per government guidelines, and we ask that guests respect this distance between themselves and other groups as well
- We will be operating a one-way system throughout the building, with arrows and signage in place to avoid congestion
- Where possible, we would prefer all payments to be via card or contactless, as we would like to keep cash handling to a minimum.
- All food and drink ordering will be done at the table via our new online ordering system or single use paper menus, if you require assistance with this, one of our staff members will be happy to help.
- There will be no ordering, sitting, or standing at the bar.
- Due to the distancing measures in place, it is highly recommended that you reserve tables in advance, this will prevent unnecessary queuing and allow us to serve you more quickly
- We will not allow more than 6 people to be seated at a single table due to government restrictions, however we will do our best to accommodate larger groups at separate tables near one another (Please contact us directly for more information)
- Toilets will be operated on a 1 in 1 out policy with locks fitted on main doors to allow for this
- All surfaces, toilets and public areas will be cleaned and sanitised every 30 minutes
- Cutlery in a protective sleeve will be supplied alongside your meal and individual condiments will be supplied upon request
- Guests will be asked to provide their contact details as per the government advice. These details will be held confidentially for 21 days and then destroyed
- Guests may be subject to temperature checks upon entering the building, as will all staff and suppliers.

OUR TEAM

- All our staff have been trained in the necessary health and safety procedures, and will be handwashing and sanitising regularly
- All staff will undertake daily recorded temperature checks to ensure the safety of each other and our guests
- All staff will adhere to the 1m distancing guidelines as strictly as possible
- Protective gloves and face coverings will be worn whilst cleaning rooms and public areas
- All our delivery companies will be held to these same high standards to minimise unnecessary contact
- If you are unsure of anything or made to feel unsafe by other guests or staff members, please alert us immediately. Our mutual safety is essential and is our top priority

Before your stay

- We cannot guarantee an early check in. Our Check in time is from 3pm.
- All bedrooms, bathrooms and public areas will have been cleaned, aired, and disinfected using hospital-grade chemicals
- We have removed some soft furnishings including cushions to aid thorough cleaning
- We will be implementing a contactless check-in/check-out process. You will receive a text message or email on your day of arrival highlighting all the details and necessary steps
- It goes without saying that all linen and laundry, both used and unused, is laundered to hospital standards by a professional linen company

During your stay

- Hand sanitiser units are located throughout building, including public areas in the hotel
- Rooms will not be serviced during your stay. However additional towels and refreshments will be available upon request and placed outside your room in a secure vessel. This is to limit unnecessary contact.
- If you are feeling ill or experiencing any symptoms associated with Covid-19, please remain in your room, and contact a member of staff immediately by calling 01993 823661. We will then discuss the situation with you and contact the NHS for advice if Covid-19 is suspected. While your personal details will be kept confidential, we are obliged to inform the NHS and our guests of an outbreak.
- Although we are operating a one-way system during service hours, we appreciate that guests will possibly return to the building out of hours, in this circumstance you will have a key to the front door and be able to access the building directly.
- Remember, we are here to help, so please ask a member of staff if you are unsure about anything!

Breakfast

- Breakfast dining times are 8.30am or 9.30am and must be pre-booked upon arrival. Due to space limitations we are unable to accommodate all guests at the same time. We ask for your patience and understanding if there is a delay, but we aim to serve all our guests in the safest and most enjoyable way possible
- We will no longer be serving a buffet breakfast, but individually packaged cereals will be available alongside our extensive hot breakfast menu.
- For those that would prefer not to have their breakfast in the dining room, we are unfortunately NOT able to offer room service, however on request (at check-in), we can supply individually packaged cereal, along with milk and extra hot beverages.