

DUTY OF CARE POLICY

Welcome to the Highway Inn, we do hope you enjoy your stay with us, 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.

During your stay

- Hand sanitiser units are located throughout building, including public areas in the hotel
- Please wear mask through all public areas
- Rooms will be serviced during your stay, if you do not wish for your room to be serviced then please inform a member of the team
- 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.
- 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, 9am 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.

Bar and Restaurant

- We strongly recommend reserving a table
- A full track and trace system is in place
- All guests must vacate the building by no later than 10pm following government instruction
- Please wear a mask through all public areas and upon entry and exit
- 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 accept bookings for groups more than 6 guests
- 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