



OUR COMMITMENT

TO THE SAFETY OF OUR GUESTS AND OUR TEAM

As a business we are following all government guidelines and continually updating our practices and procedures in line with the guidelines they provide. We have taken all reasonable steps to follow the governments Covid-19 Secure Workplace Guidelines

TRAINING & STAFF WELFARE

- All team members have been trained in new health & hygiene procedures
- Our team members will comply with social distancing guidelines at all times
- Team members will be provided with all the necessary PPE

SOCIAL DISTANCING

- Floor markings have been installed and the bar, lounge and restaurant areas reconfigured.
- Protective screens have been installed on reception desks and the bar area
- We have provided where possible a 'one way' guest flow through the hotel
- We have maximised our large communal and outdoor areas to create more space for guests

HYGIENE & CLEANING PROTOCOLS

- Deep cleaning protocols are implemented with increased cleaning of all frequently touched areas
- Hand sanitising facilities are available in all guest areas
- For stayovers no service is to be provided.
- We have provided where possible a 'one way' guest flow through the hotel
Rooms will be left vacant for 24 hours after each check out where possible

CASH & CONTACTLESS PRACTICES

- Card payments are preferred throughout our hotels
- Express check in and check out . Payment for your stay will be taken prior to arrival
- Room key to be left in the door of the room on departure
- All additional items will be charged by card as consumed

FOOD AND BEVERAGE

- Grab and go continental breakfast bad delivered to your room each morning
- We will be serving a much reduced menu and these will be on display boards

MOVING FORWARD

Over the coming weeks and months we will continue to evaluate and adapt our systems in line with government guidance.