



Covid-19 Secure

Dear Valued guest

Your safety and that of our staff will always be our top priority.

We want to offer you reassurance that we have considered every aspect of your stay to ensure that we all stay safe and stay healthy, please familiarise yourself with the following service and safety procedures that are now in place throughout the hotel.

We will consistently monitor updates to guidance from government and UKHospitality and ensure that we are observing the very latest best practice protocols

These may be updated from time to time aligned with any changes in government advice.

Kind regards,

Ewa Kreciejewska

General Manager



HOTEL

- We have worked with industry experts to develop best protocols and standards
- We use hospital grade disinfectant products; these are proven to be effective against Covid-19
- Deep cleaning protocols are in place
- Sanitising stations at key touch points
- Increased frequency of cleaning of public areas.
- Increase bedroom hygiene checks by senior management
- Reduced non-essential items in guest rooms

OUR GUESTS

- Our guest's safety is a key priority and social distancing plans are provided for each guest.
- Enhanced cleaning procedures have been implemented throughout the hotel.
- New procedures implemented to clean, check and certify the cleanliness of each bedroom.
- Use of hospital grade cleaning chemicals across the hotel.

OUR TEAM

- New Covid-19 training is available to all staff.
- All employees must complete the new Covid-19 training before returning to work.
- New working shift patterns and re-design of office space where applicable.
- Staff areas re-planned with sanitisers, signage and limited capacities.

CHECK IN & CHECK OUT

- Check in available online prior to arrival.
- Credit Cards only accepted at this time.
- Your card will be charged on check in for the cost of your entire stay.
- Bedroom access by mobile smart phone.
- Check out will be completed remotely with any additional costs consumed in the hotel charged to a credit card.

FOOD AND BEVERAGE

- New capacities in all areas and tables must be pre-booked only.
- We will provide table service only.
- Continental breakfast is a "Grab and Go" or delivered to your room.
- A restricted room service menu is available.