



How are you looking after the safety of your team?

- Training for everyone on social distancing and hygiene standards
- Job specific training, e.g. enhanced cleaning standards or food hygiene
- Clear guidance on taking time off when feeling unwell
- Communication channels for team members to get further advice and guidance
- Provision of PPE consistent with job roles, where required



How are you looking after the safety of your guests?

- Minimal contact at check-in/check-out, including contactless payment
 - Perspex screens within the reception area
 - Sanitisation of room key cards before re-use
- Social distancing applied using the 2-metre rule throughout the hotel, including guest communication and signage to reinforce the message
 - Hand sanitizer stations in key locations



How have you revised your cleaning standards?

We have conducted a thorough deep clean and sanitisation throughout the hotel before reopening using a globally recognised chemical provider in Ecolab. We have revised all training for our teams to educate on the new standards required. In addition, we are implementing the following sanitisation and cleaning measures on an ongoing basis:



Thorough deep clean and sanitisation before reopening



Use of globally recognised chemical provider Ecolab & increased use of appropriate chemicals



Increased time allotted for room cleaning to enable a deeper level of cleaning

How have you revised your cleaning standards?



Disinfection of all touchpoints within bedrooms & a 'one cloth per room' policy, meaning a new/fresh cleaning cloth in every room



Revised team training



Increased frequency of cleaning in public areas including touchpoints such as lift controls, door handles and soap dispensers, etc



Increased cleaning regimes back of house



Use of appropriate PPE, which is changed regularly, for housekeeping team members



Will I be able to eat at the hotel, is the restaurant open?

The hotel restaurant and bar remain closed in line with government guidelines. We continue to offer a range of meals and drinks for collection from reception in disposable packaging, including;

- A grab & go breakfast bag for collection each morning
- Freshly prepared, limited room service menu
- A limited range of wines, beers and soft drinks

Food and drink cannot be consumed in any public-facing areas at this time in line with government guidelines, so all meals are to be taken in guest rooms.



*What's your cancellation
policy?*

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