

A very warm welcome to Cedar Court Harrogate.

We wanted to let you know how to get the best from your stay and how we are working hard to ensure your time with us is safe, secure and enjoyable. If at any point during your stay you need assistance or you feel anything needs changing please let a member of our team know today, whilst we have chance to make the changes you need.

Please do take the time to familiarise yourself with the below and if you have any questions or concerns, my team will be more than happy to discuss these with you further.

Parking:

- If you have arrived by car and are parked in our car park. Please ensure you register your vehicle registration on the wall mounted touchscreens in reception to avoid any parking fines.



You, the Guest:

- The sanitising of your hands as you enter any of our hotels, is mandatory. (You'll find that we have provided lovely H2K sanitisation stations in our hotels).
- Face coverings are required to be worn as you enter the Hotel at all times whilst in the building, the only exception to this is when you are in your bedroom or seated in one of our food and beverage outlets. Please follow social distancing markers in our public areas, at all times.
- Please restrict your usage of the lift, do not share the lift with others and we advise you use for ascending trips only.



Our Team Members:

- The welfare of our team members is of paramount importance to us, please respect their right to a safe working environment.
- The wearing of personal protective equipment (PPE), such as a face mask or face shield is mandatory and is in place to protect them and you.



Check In & Arrival:

- Please support the self-check in system, this has been developed to provide you with check in options and reduce social contact.
- We have placed our unique QR code at each entrance to the Hotel for the Government Track and Trace and we request that you register your arrival at the Hotel using this system.
- All the in-room information you need is displayed on our Hotel App, simply hold your phones camera over the QR code located in the bottom corner of this page, this includes our menu and guest directory.



Check Out:

- Please use our express check out system on our touch screens at reception. (Where you can view your bill at any time.) Simply enter your Surname and room number on the screen
- A full copy of your receipt will be sent to the email address you left us, within 24 hours of your departure.
- Again, if you need anything... just let us know! We are here to serve and support your enjoyable stay.



Bedrooms:

- Following advice from the World Health Organisation, we are unable to service bedrooms other than upon departure. If/when you need any extra supplies during your stay... simply let us know and we will be more than happy to arrange them for you.
- We have followed guidance and removed all printed collateral from your room; our guest directory can now be found in our Hotel App.



Restaurant & Bars

- All of our menu's are loaded onto our app, please scan the QR code below.
- Our dinner menu will be available from 6:30pm-9:30pm every evening, again each dish is cooked fresh from our kitchen to meet your needs.
- To reduce contact, we are no longer accepting cash payments throughout the Hotel, the accepted methods are: contactless card payments or the charging of items to your room bill.
- We ask you to please book your table in advance for dinner in our restaurant; so that we can ensure the safe distance of all diners. Please let us know if you no longer require any bookings made so we can release the availability.
- Breakfast is served 7.30am until 10.30am daily. Room service is available at all times for a £5 tray charge.
- Please do not approach the bar, take a seat and our server will come to you again the codes are on display for you to browse the menu before we take your order.
- Disposable menus are available on request, for full menus please use the QR code below.
- Please do not be offended if we ask you to wait, we are operating in a way that ensures the safety of everyone.



Thank you for your patience, understanding, and adherence to the above. I wish you a fun-filled and relaxing break in our hotel. If we can be of service, please allow us the opportunity to assist during your stay.

**Kevin Millar,
Hotel Manager**

