



Hotel Stay Guidelines

Welcome back, it is great to see you. We have made changes in the way we operate our Hotels and we want to share the details with you. Please be assured, we have taken every precaution we can to ensure that we keep both our guests and team members safe.

1. YOU, THE GUEST

- Follow our social distancing markers.
- Please stay home if you are ill.
- Follow government advice when in the Hotel.
- Use the numerous sanitisation stations we have provided.
- Let us have your feedback if you have any concerns or suggestions.



2. OUR TEAM

- Are all, extensively, trained in line with new Covid-19 specific operating procedures.
- Temperature checked, daily.
- Issued appropriate PPE.
- Will maintain their distance.
- We undergo lateral flow testing twice a week.
- Looking forward to welcoming you back.

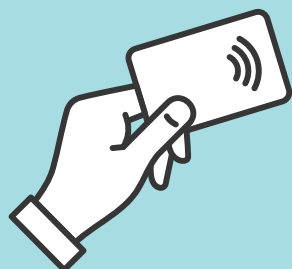


3. CHOICE OF CHECK IN

- Plexiglass screens where needed.
- Disinfected touchscreens.
- Contactless payment.
- Bedroom key cutting managed by you.
- Use your mobile phone as your bedroom key now available.



6. CHECK OUT



Contactless.
Simple!

5. YOUR BEDROOM

- Deep cleaned with chemicals proven to destroy Covid-19 upon contact.
- Bedrooms are left out of use for 24hours between guests.
- Disposable glasses and paper collateral removed.



4. RESTAURANT & BAR

- New menu range that can be enjoyed throughout the hotel to suit you.
- Contactless payment.
- Server to maintain safe distance.
- All menus now available on your phone, non-contact.
- From service delivery to washing dishes, all our processes have been redesigned.

