

## **New COVID -19 Policy Information for Guests**

Our priority is the safety of our guests and staff. We have therefore introduced some new practices to help maintain a COVID secure environment in which you can relax and enjoy your time with us.

These measures include, but are not limited to:

- Enhanced hygiene training for our staff, and monitoring of their health including temperature checks before starting work.
- The provision of PPE (Personal Protective Equipment) for our guests and staff.
- There will be hand sanitising stations for guests and staff.
- An enhanced cleaning schedule for guest bedrooms and communal areas including toilets, the lounge and dining areas.
- Guests will be given an arrival time for check-in and asked to arrive promptly in order to avoid queuing at reception.
- We have regrettably had to introducing a 'No Handshake Policy'.
- There will be reduced capacity in the hotel, in-line with the guidance provided at the given time. We regret to say this includes not taking restaurant bookings from non-residents, until further notice.
- Tables in the dining areas will be spaced apart in line with social distancing measures. We are fortunate to have two dining rooms and a terrace to give us added flexibility for a safe, relaxed stay.
- We will only accept card payment, no cash.
- We ask that our guests play their part, observing social distancing measures as far as practicably possible, aiding our staff in keeping everyone safe.
- If guests do not observe our policies we retain the right to terminate their stay and ask them to leave the premises.
- The hotel will do its utmost to maintain a COVID secure environment, however the hotel accepts no responsibility whatsoever for the transmission of COVID-19 or any related diseases on our premises and guests staying will do so at their own risk.

