



# COVID-19 POLICY

## KEEPING YOU SAFE

updated December 3rd 2021

For your peace of mind, here is a list of some of the safety measures that we are operating whilst you are with us. Please note that government guidelines are continuously changing and these points will be updated accordingly, without prior notice in order to comply:

Our hotel has been independently audited by Quality in Tourism, using approved Environmental Health protocols.



**Internal protocols** we have increased the frequency and efficiency of cleaning procedures adopting clinically approved and certified sanitising products proven to be effective against Coronavirus.

Additional checks on serviced rooms are carried out by supervisors and management ensuring our highest standards are maintained.

Key cards will be sanitised when returned to reception.

There will be hand sanitisation stations in our public areas.

There is social distancing signage throughout the hotel to remind everyone to keep a safe distance.

**ISOLATION REQUIREMENT** current requirements are that all double vaccinated guests arriving to the Island from any areas of the UK, do not have to isolate.

**The isolation is only compulsory for anyone who has not received double vaccination** and the current turnaround for your test results is between 6-12 hours approximately. People in this category must isolate until they get their negative results of your day 0 test.

Please note that you can also order room service while you are isolating and we will deliver any food or drinks to your room. When delivering your room service, our staff are not allowed to enter your room and will therefore leave all ordered items outside your door.

**Should you receive a positive result then you must remain in your room and contact reception for further information.**



### **Face coverings**

Although not mandatory, masks remain strongly recommended, particularly in setting where physical distancing is difficult. From Thursday 26th August, it is no longer a legal requirement to wear face coverings when in an indoor public space except when using public and private hire transport, inside the bus station at the airport and the harbour.

For extra protection, Hotel staff will be wearing face coverings at all times.



### **Public spaces density and staffing**

Public workspaces are reconfigured or restricted in accordance with government guidelines.

In accordance with social distancing measures, we will only be able to check-in or check-out one room at a time and we ask that guests queue patiently if required. We have installed a plexiglass screen to shield guests and our co-workers at reception without hiding a welcome smile.



**“Touchless” facilities** mobile technology has been introduced to help you check-in and check-out remotely.

Guests are encouraged to use any online, mobile or contactless payment methods that are available and avoid cash payments where possible.



**Housekeeping service** our linen is laundered at over 60 degrees centigrade.

Unnecessary high-touch items have been removed from rooms.

Every guestroom is ventilated between guest stays. Due to isolation requirement we will do our best to make sure that your room is ready on arrival, regardless of your time of arrival.

### **For guest safety, a reduced housekeeping service is in operation**

Daily checks will be made to ensure fresh towels are provided, tea & coffee trays are replenished and rubbish bins emptied. A full room service is provided on a request basis by contacting our reception.



**Restaurant** our menus and guest directories will be accessible by using web links from your booking confirmation.

Breakfast and Dinner service – is a table service only.

Due to social distancing restrictions, all meals served in our restaurant, require guests to pre-book a time slot. You can contact us to select your preferred time for breakfast or dinner after you have made your room reservation, or we can book your time slot at check-in.



**Luggage storage** we recommend guest luggage stays with the guest at all times, however, should you wish to store your luggage with us or need some help with taking it to your room, please speak to our reception team.