

## Pre Arrival Check List and Information

Please do not travel if in the past 7 days you have or you are currently experiencing any of the COVID-19 symptoms\*, if you have you had contact with another person who currently has COVID-19 in the last 14 days

***(\*High temperature, a new continuous cough, a loss or a change to your sense of smell or taste)***

Please be advised the hotel is following all of the government guidelines in regards to COVID-19. Sanitising stations are available throughout the hotel. Face coverings must be worn in all public areas of the hotel unless seated. All staff will adhere to social distancing and may be wearing enhanced PPE such as gloves and masks. Please be advised the car park is open throughout your stay. During your stay you will notice a few changes to the hotel; in our restaurant we are using tables spaced 1 metre plus apart, your breakfast order will be taken and served to your table and includes a selection of cereals and hot food and throughout your stay we will allocate you the same table. There is a one way system introduced for access and exit to the bar and restaurant. You will be asked to reserve a time for evening meals and for breakfast. Some of our usual times have been altered please find the details below;

Reception Operating Hours; Mon - Fri 07.00 - 23.00 / Sat - Sun 07.30 - 23.00

Breakfast: Mon-Fri 07.15 - 09.00 / Sat-Sun 08.00 - 09.30

Evening Meals: Daily 18.00 - 19.30

Bar Service: Daily 11.00 - 22.30\* **All times subject to current restrictions in place.**

On arrival you will be greeted at reception where you will find a clear screen. A member of the team will check you in and you will be required to provide a credit or debit card to open your room account. You will be given your pre-sanitised room keys on arrival. Throughout your stay you will be able to charge items to your room account. All charges will be reviewed and a payment will be taken from your card on the final evening of your stay. To ensure a paperless checkout, we will email you a copy of your invoice. Please be advised that all rooms have been deep cleaned prior to your arrival. For your safety in your room we have removed some amenities including the soft furnishings, however these are all available from reception. On departure please leave your room keys in the box at reception for sanitising.

Your room will not be serviced for the duration of your stay. Clean towels, toiletries and tea/coffee are available from reception.

During your stay if you have any queries our team will be more than happy to help you.

**COVID-19 Guest Policy** - Should you fall ill during your stay, please let a member of staff know immediately and make arrangements to leave the hotel to quarantine at home if you are well enough to travel. Should you be too unwell to travel and need to quarantine at the hotel, you will be charged the same rate for each night of your stay as per your booking terms and conditions. Under the current circumstances please note we do not allow any outside food and beverage deliveries or food purchased offsite to be brought into the premises. Please be advised it is your responsibility to inform us if you develop any symptoms of COVID-19 within 14 days of your departure from the hotel.