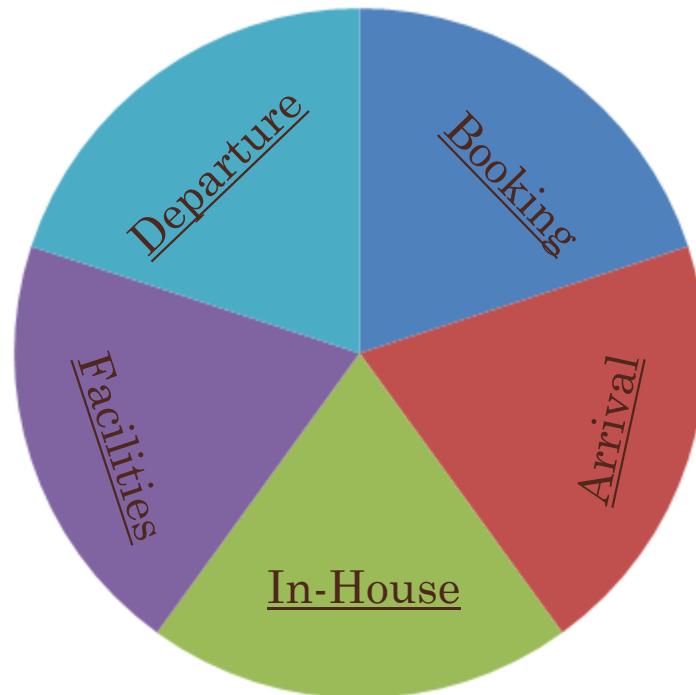




GUEST JOURNEY



Please click on each segment to view relevant subheading
Click on the heading to return to home



BOOKING

- Thank you for choosing to stay with us at Woodlands Hotel
- This is an insight into the steps we have taken to ensure your welfare and confidence in us
- We would ask that you follow the guidelines we have put in place for the welfare of all guests, yourself and our team
- If there is anything we can do during your stay please let us know and we will do our best to accommodate this as quickly and as safely as possible
- Our team have been crucial in the development and implementation of our accredited risk assessment and have been instructed to carry out their tasks in accordance with this
- Please see our website for our ever updated risk assessment and for all we have in place for your safety

ARRIVAL

WE'VE GONE DIGITAL BUT PLEASE DO NOT WORRY, WE ARE STILL HERE TO HELP

- You will have received an email asking you to pre-check in, please do this as it will save time and reduce contact at reception, if you are not able to do this you will need to scan the QR code upon arrival (some smartphones have the scanner built into the camera others you may have to download an app from your app store or visit

https://www.upgrademyroom.co/registration_card?hotelId=550

- Our extensive free parking facilities are open for your use, please be mindful of social distancing
- The front doors will either be open or subject to regular sanitising, details of which will be displayed at the front door
- Upon entering the building, masks must be worn and also whilst walking around the hotel. There are hand sanitising units for your use and also throughout the hotel
- You may need to queue to check in and we would ask that you use the markings provided or wait outside until you are able to enter
- Upon check in you will be asked for payment or card details if this has not already been done
- You will receive your sanitised and sealed key card from a member of our team
- Perspex screens are in place but that will not detract from our welcoming and friendly approach towards all of our guests
- To get to your room please be mindful of the guidance around the hotel and lift protocol



IN-HOUSE

- Once in your freshly serviced room you will find that we have removed all the stationary products and some of the soft furnishings, should you require any of these items please let us know as we have plenty!
- We also operate an open window policy to aid with ventilation
- We want you to be confident in the knowledge that your room has been serviced to the highest standard
- During servicing we follow strict procedures and accredited cleaning regimes to ensure your safety at all times, details of this can be found in our risk assessment
- We service the room using a Biozone Air Purifier which ensures as your room is being made up all the surfaces from the hard surfaces in the bedroom and bathroom, hairdryer, iron and hangers to the bedding and curtains are all sanitised, including the housekeeper have all been sanitised from head to toe
- Your TV remote control is inside a sealed bag which can be used as is or can be taken out if you wish
- The Guest Directory will have been sent to you as a link in your pre-arrival email, there is also a QR code available which can be found at reception or in your room detailing all in house information and menus
- Multiple night bookings will receive limited housekeeping during their stay unless requested as per Best Western standards. Bins emptied, coffee replenished, replace towels if necessary but they will not make the beds.



FACILITIES

- Our dining room is open to offer breakfast, lunch and dinner, the menus can be found in the guest directory and can be ordered in the usual way by contacting reception or by sending us a message using the chat widget on the hotel directory
- Every member of our team carries their own hand sanitiser and strict hand washing procedures are mandatory
- You will find our newly renovated restaurant and bar to be as welcoming and friendly as always if a little more socially distanced
- The tables may be bare but our cupboards certainly are not, with our usual range of tantalising treats for you for Breakfast, Lunch and Dinner
- Your cutlery will be presented to you in a sealed packet assuring you of our high standard throughout
- All menus and cruets are sanitised before and after every use and you will find a small bottle of hand sanitiser on each table for your use
- All of our tables and surfaces are cleaned as normal but we have new and innovative DEW products that sanitise all surfaces safely, so safe in fact that we can even sanitise your chips!
- To use our Leisure Facilities you are required to book the 1 hour time slots in advance by contacting reception or leisure club. The changing rooms are open for use and are fully sanitised after each 1 hour session. However, the sauna, steam room and changing room showers remain closed as per government guidelines



DEPARTURE

- Once you have enjoyed your stay with us and it is time to head off check out could not be simpler
- You can drop your keys into our contactless box at reception
- Any extras you have enjoyed during your stay can be settled by the details you gave on arrival or by contactless payment
- Should you require a receipt we are happy to email this to you, a hard copy can be given if necessary
- You will receive an email asking for your feedback and please do let us know if there is anything we can do to improve your next stay
- We are dedicated to providing a safe and confident return for our guests and have put in many measures to ensure the safety of our guests and our team, if you feel these measures have not been adhered to then we would ask that you please let us know
- Safe journey and we look forward to seeing you again

