

Preview of Some of Our Covid Changes

Just like everyone else, we are modifying some of our facilities to reduce the risk of transmitting the virus. Here is a glimpse of a few of the changes that we are making that you will spot on your return visit to us. If you have a specific question, then please do give us a call as we can't mention absolutely everything that we are doing for you here.

Masks

From the 24th September, with the change in Government policy, masks should be worn by guests in the internal communal areas. This excludes the restaurant and bistro when sat at a table. We shall not be policing the policy as we are mindful that some people have medical reasons for not wearing one and the staff at the hotel do not wish to make people feel uncomfortable under questioning. We trust our guests to be honest and help us keep the rate of infection low in the local community. For those guests who have mislaid or forgotten their mask we have disposable masks available for £1 or material masks available for purchase for £6.

Staff

Staff will be checked upon arrival at work that they don't have a temperature. Anyone with a temperature will be asked to return home. All staff will of course be following the social distancing, quarantine and contact tracing policies.

Our housekeepers and chefs will be wearing additional PPE. Please don't be concerned. It's just preventative as they must work outside of the current social distancing requirements, and this allows them to do so safely.

Our chefs have timers set above each of their workstations which will sound an alarm to remind them to sanitise their hands. Waiting staff have a sanitiser station that they will use before touching guests' plates. Sanitising stations are set up at employee and delivery entrances and exits. All staff in guest facing areas will always be wearing a mask.

Hotel Guests

Firstly, upon arrival, we ask you to use the sanitiser stations situated by the doors before coming inside.

We would ask you to try our online check in and check out service. You will be sent an email as soon as the room is ready for you and by no later than 3pm on the day of arrival. You can sign your paperwork online. You will then find the key to your room on your desk inside the room. On the morning of departure, you will find your invoice slipped under your bedroom door. Just leave your keys in the room when you check out and your bill will be charged to the card that you used to make your reservation. If you have any queries at all with your invoice, then you can call reception or of course come to the front desk before departure.

Those of you who still want to say hello and check in the old-fashioned way or want to say goodbye to Rosanne and the team on reception as you leave, are of course more than welcome to. Please wherever possible respect safe social distancing and please use contactless payment methods.

Please try to reduce your time in the lift to trips upstairs only. We also ask that you only share the lift with people from your own party. Of course if the lift is empty, why not save your legs for a walk around the town, or a trip to the hilly Carding Mill Valley, but we do ask that during busier periods please try and use the staircase situated behind the lift to join us downstairs for breakfast or dinner. The stairs closest to reception should also be used for upward travel rather than downward to reduce guests crossing paths, but again, if it's quiet, please feel free to use them.

We will still be offering luggage portage to and from your bedrooms, but as per the guidance, we will leave the luggage outside of your room and we ask that for departure trips, guests place their luggage for staff to gather at the bedroom doorway.

Hotel residents are welcome to order drinks before 10:00pm and enjoy them in the lounge and order any additional drinks for consumption in the room by calling reception before 11:15pm for in room delivery.

We will be offering room service as per normal operating hours, however, again, as per the guidance, trays will be left outside of the room for guests to take inside the room.

Unfortunately, we cannot offer our traditional turndown service. Please call down for new towelling, additional bedroom amenities and minibar top ups. Housekeeping will service the bedroom during the daytime on alternate nights for guests staying 3 nights or more. Please call down to reception if additional cleaning is required outside of this policy and we will of course do our best to do this in a safe manner for both you and our housekeeping team.

Sanitising stations can be found throughout the hotel. There are stations outside the entrances, and we ask that you use them before opening and closing doors please. We also will have stations inside. Again, the station by the public bathrooms is to be used before going to the public bathroom as we must keep the doors of these rooms closed for privacy and so they are high touch areas. We appreciate your use of these stations. We will also have additional sanitising units on your bedroom floor and in your bathrooms for those who wish to douse themselves.

We ask that guests use contactless payment wherever possible, but we will be sanitising our handheld card machine for those who require it. We would like to dissuade guests from using cash wherever possible, but of course, we will accept cash where there is no alternative available.

Room keys will be steam cleaned between each guest use. We ask that you leave them in the door to your room or in the key drop at reception on your departure.

We will be removing the self-service breakfast buffet, but don't worry, our chef will be putting many of the items onto the breakfast menu so that you can order your individual portions of fruits, yogurts, cereals and pastries.

Housekeeping will be required to clean the rooms with windows and bedroom doors open for ventilation.

We will be moving back to single use bathroom amenities. For those who wish to remain environmentally friendly, our larger bathroom amenities will remain in the bathrooms, but we ask that you use the sanitiser provided before touching the pumps.

Restaurant Guests

You will see a few screens in situ in the dining room to help with social distancing between tables, but we hope that they have been designed in a way that helps them blend with the glass screen dividers that we have always had here.

Please do not rearrange the furniture. We have moved items in the public areas in such a way as to minimise traffic and reduce any risk.

Menus will be disposable. You will retain the same menu throughout your meal. You can then take the menu home with you or it will be discarded when you have departed. Menus can be sent to your iPad or iPhone using airdrop or QR codes for those who are technically minded and would prefer to be greener. We also have an iPad for guests use which will be sanitised between parties.

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All public areas must be vacated before 10:00pm and any food and drink finished before this time, no orders can be taken after 10:00pm.

Guests with coronavirus

If a guest discovers they have symptoms of coronavirus during the stay, we ask that those who can return home safely, do so. If you are unwell and cannot return home, then you must quarantine inside your room as per the government guidance.

In both circumstances, guests must inform the staff so that the room be blocked from entry for 3 days after your departure before housekeeping can enter the room to bag up and remove all of the bedding, including cushions and quilting as well as linens and towelling and then deep cleaning the room before introducing replacement items and then cleaning the room as per their new normal practices.

Spa

The spa facilities are open with some time and capacity reducing restrictions in place for the use of the communal areas.