

## **Our Commitment**

In order to protect the health of our staff and guests we have introduced the following measures.

## **Covid Policy**

If you believe you have COVID-19 symptoms you may postpone your reservation to a later date.

## **Public Areas**

As we continue to fight the spread of the virus, hand washing/sanitising practises and social distancing policies are of vital importance.

Please observe the social distancing guidelines and floor markings: they are there for your and our staff members safety.

Hand sanitiser stations are available for your convenience in all public areas.

Our housekeeping team are well equipped and are following an enhanced cleaning schedule including high touch surfaces in the public areas.

## **Accommodation**

Our Housekeepers have enhanced cleaning schedules and we have made adjustments to protect the health of our guests.

All high touch points within the guest room will be thoroughly sanitised during each service.

Please be patient as servicing your room with these additional measures will take longer to complete.

## **Health Suite and Spa Treatments**

An enhanced cleaning regime is regularly carried out on all high touch points to sanitise areas thoroughly.

To ensure social distancing, in the Health Suite we are limiting its use to one room at a time. The steam room is not currently available due to the spread risk of Covid-19. A booking system is in place so when you check in you can reserve your preferred time.

For the safety of our staff and guests we are not currently offering spa treatments.

## **Bistro and Bar**

Our restaurant layouts have been altered to aid with social distancing requirements. Our menu books have been replaced by paper copies which will be disposed of after each use.

To minimise risk our Bistro staff will take your order from your table. It is essential that any dining experience, including breakfast, be booked in advance and on check in the receptionist will assist you with this. This allows us to manage the volume of guests and staff within any one area, to ensure social distancing guidelines are followed.

We are operating table service for both our bistro and lounge area, standing room and over the counter service is prohibited. Our table layouts promote social distancing, creating a safe environment for our staff and guests.

Our kitchen layouts have also been reviewed to support social distancing among our staff.

We have increased our sanitisation in our service areas.

The presentation of your meal has also been reviewed to minimise the amount of crockery brought to and from your table. Cutlery and condiments together with your meal.

## **A Warm Welcome Awaits**

The above steps have been created in line with government advice and our management team, who have worked tirelessly in the face of this pandemic. We ask that you consider the work they have done, and the sacrifices they have made, as we all work together to adhere to the guidance provided.

We look forward to welcoming you back.

A warm welcome awaits.