

## **Covid19**

### **Our commitment to you**

#### Visiting us

- In line with government guidance, if your residential postcode is in *Tier 3 or very high alert level* location at the time of your stay, please call us to reschedule your booking.
- We are continuing to offer flexible booking terms should you need to reschedule your stay.

#### Social Distancing

- We have made changes to the layout of the restaurant and bar to ensure 1m distancing between all tables.
- We have introduced a one-way system throughout the building, including the toilets, with a clearly sign posted entrance and exit.
- Floor markings are being used to mark out the 1m social distancing, where needed, and signage is in place throughout the building reminding everyone of the need to maintain social distancing.
- We are offering table service only in the bar and restaurant to limit movement around the venue.
- In line with guidance, we will only be able to accommodate parties of up to 6 people.
- We politely request contactless payment wherever possible.
- Face coverings are required except when seated at a table.

#### Cleaning

- Sanitiser stations are located at the entrance and exit to the venue, as well as in our hotel bedrooms, toilets and back of house areas.
- All staff have been trained on our new procedures and will be following a strict regime of hand washing.
- Our house keeping resources have increased to allow for additional cleaning of high contact areas regularly throughout the day.

#### Health checks

- All customers and guests provide their contact details or scan the track and trace QR code as part of the booking process in line with the government requirements
- All staff have their temperature taken on arrival at work and any staff member with a high temperature or displaying symptoms that could be attributed to Covid19 will be sent home to self-isolate in line with government guidance
- If you or any of your guests are showing symptoms, we will ask you to reschedule your stay.
- Staff will be provided with personal protective equipment where required and in accordance with government guidelines