

Trust in your stay
with



HOTELS

Guidance as at 20th December 2021

We have updated our Trust in your promise to let you know what we are continuing to do to keep our guests and staff members safe.

Trust in your stay promise

We have put in to place a set of systems and procedures designed to meet the challenges of COVID, detailed below are the key details of our plan.

1. We would like to reassure you that we have carefully considered every aspect of your stay and made significant arrangements to protect you, our teams and the visiting public. We have endeavoured to enhance your stay, removing risk whilst respecting your personal preferences. You'll notice changes in what we do and what we say.
2. We have consulted with specialists to develop new systems for "touchless" and "low touch". This includes check-in/check-out and how we generally provide our service to you. This does not mean that we can't do things the way we used to, just let us know what you need and we'll do our best to provide for you.
3. Our cross-infection controls have been further developed through the use of Nano Technology, personal protective equipment (Facemasks) and operating procedures. Some of these changes are demanding upon our team, we hope you will bear with us and, should you wish, we will offer PPE to you if you would like.
4. Table service will continue to be in place for all food and beverage outlets with menus that are available for guests to view on mobile devices, and all cutlery and condiments will be sanitised between use. We encourage all diners to make a table reservation prior to arrival in order to avoid disappointment.
5. If you have any specific arrangements that you would like putting in place for your stay, please call us and we will do everything we can to make you as comfortable as possible throughout your time with us. Our staff are fully trained and here to help at any time.

We have changed what we do and in most respects how we do it. You will experience these changes and we very much hope that you will approve of what we have done.

For instance we are currently deploying an API with Upsell Guru so that you can check-in and out of our hotel through your own device and you'll be able to order room service in the same way.

Our teams are striving to provide the best experience to you and by working together we will protect each other and the wider public.

The pandemic may go on for some time yet and whilst our world starts to adjust to the new normal we will do everything we can to ensure that your stay is as safe and as comfortable as you would expect it to be.

Guest Responsibilities

Hygiene & Face masks

Guests are encouraged to use the sanitising gel upon entering the building.

in line with government guidelines, please wear your face masks in areas of the hotel where you are in close proximity to guests who are not in your immediate party and when entering and moving around the public areas of the hotel, such as the lobby and corridors.

Visual reminders will be in place to encourage frequent hand washing using the hand sanitisation station.

Social Distancing

We want to provide an environment of relaxation at our hotels where guests and staff members feel comfortable in their immediate surroundings. Therefore, we request that guests maintain the 2M social distancing and that the personal space of our team members are respected at all times.

Feeling Unwell

Guests are asked not to come to the hotel if they are exhibiting any symptoms of Covid-19. If as a resident you start to feel unwell during your time in the hotel, please return to your bedroom and follow government advice to gain medical assistance. If as a non-resident you start to feel unwell, move to an area not in use by other guests and seek medical advice or return home; do not remain in the hotel.

We really want you to enjoy yours stay and be ready