

## What we are doing to keep you safe....

**ENHANCED CLEANING** - We are carrying out additional cleaning of contact points throughout the venue. A checklist of contact points is completed when cleaning guest rooms.

**HAND SANITISER** - We have made hand sanitiser freely available in key locations.

**SOCIAL DISTANCING** - As part of our refurbishment of the hotel we have opened up more dining space to ensure that social distancing of 1m minimum can be achieved.

**SCREENS** - In areas where social distancing between staff and customers is not possible we have installed protective screens.

**BREAKFAST** - Staff are carrying out enhanced cleaning of utensils and surfaces. At busy times we may limit the amount of customers that can enter the buffet area. Alternatively we are also offering Breakfast Bags to go.

**ROOM SERVICING** - We have resumed daily cleaning of rooms. If you would rather staff not enter your room please inform us. Our staff cannot enter your room whilst you are present.

## What we ask you to do....

**LIFTS** - Please be considerate of other guests when using the lift. If you are not part of the same group we would advise waiting or using the stairs.

**FACE COVERINGS** - Face coverings are now optional. Our staff will continue to wear masks/visors. Guests are welcome to wear face coverings if they feel comfortable to do so.

**SOCIAL DISTANCING** - Please follow social distancing guidelines in all areas of the hotel, this is currently a distance of one metre plus.

**PAYMENT** - Please pay by contactless payment methods or card rather than cash.

**SYMPTOMS** - If you develop any of the following symptoms during your stay, please remain in your room and notify reception via telephone. These symptoms are; a high temperature, a new continuous cough or a loss or change to your sense of smell or taste.