

Brief Overview of Our Main Covid-19 Procedures for Guests

All of which are designed to keep both customers and employees safe and well.

Please **DO NOT** enter if you feel unwell or have symptoms of Covid-19.

We are still here to make your experience as wonderful as its always been, we please ask you to follow our guidelines where possible for safety.

Residents/ Hotel Guest (check in & check out)

Check- in

On arrival please sanitise your hands. Please wait in designated area. Check-in will be contactless as possible, most information will be obtained before check in. Keys have been treated with disinfectant. We are asking guest to observe the one-way system and social distancing where possible. Our lift is to be used for vulnerable people only and one at a time remembering to sanitise.

Bedrooms

We have removed some soft furnishings such as cushions and throws also magazines, hotel directories and brochures from the bedrooms to reduce cross contamination. New cleaning procedures and equipment have been introduced to protect guests and staff working in our housekeeping teams. If a bedroom is occupied by the same guests for more than one night then servicing of the bedroom will be restricted to replacing towels and replenishing tea making facilities and emptying bins, housekeeping will not be entering your room. Breakfast will be available and must be pre-book.

Check out

Check out, all bills will be sent electronically where possible. Virtual payments or card payments only, to reduced contact. There will be a box for keys to be placed in. Sanitise on departure. Finally thank you for stopping with us and have a safe journey.

Dining and Drinking

Please booked your table to ensure we can fit you in, none bookings will be taken if we have availability. Bookings of up to 6 people from 2 households only should be meeting.

On arrival please sanitise your hands. Please wait to be seated, upon greeting your information will be taken or checked. Please follow the one-way system and adhere to social distancing. All tables are spaced according to social distancing rules and sanitised and are left empty until your arrival. All food and drink will be ordered and brought to your table. On payment please use contactless or card where possible at your table. Please adhere to our public toilet procedure, only one person at anyone one time. Sanitise your hands-on exit. Thank you we hope to welcome you back soon.

All our employees have been trained in our new protocols regarding Covid-19, this includes heightened cleaning and disinfecting throughout the hotel, social distancing, hand sanitising frequently and will be wearing ppe if required.

The above are continually under review and are being adapted to ensure we provide a safe place for both customers and employees. If you would like any further information, please contact reception on reception@crooklands.com.