

Following the recent easing of lockdown restrictions, We are pleased to announce that our hotel is now reopening on 11th July, 2020 . We have taken extra precautions to ensure our hotel is as safe as possible and we can't wait to welcome you back.

Here's what we're doing to keep you and our teams safe:

Checking-in and social distancing

Minimising contact and increasing protection at reception with Perspex screens, social distancing measures in place and hand sanitiser are available in public areas.

Hygiene and anti-viricidal sanitising spray

Frequent cleaning of high-touch areas, such as check-in kiosks, lift controls, door handles and handrails with Diversey-approved disinfectants to the European standard of EN14476, effective against COVID-19. In the bedroom, we're paying special attention to cleaning air conditioning and heating controls, TV remotes, door handles and desks.

Housekeeping

We employ a great housekeeping team directly, meaning we're able to ensure they maintain the highest standards in cleanliness and hygiene.

Bed linen and shower curtains

Laundering all our linen at over 60 degrees, with disinfectant detergent so you can enjoy a safe and great night's sleep. We've also removed all extra soft furnishings

Protective equipment for our teams

To protect our team members we've provided them with PPE equipment including gloves, aprons and hand sanitiser. Whilst there is no government guidance on the need to wear face masks in a hotel setting, all our teams have been provided with face masks, empowering them with the choice if they wish to wear them.

What is our Keeping you safe policies?

Our Keeping you safe is our enhanced hotel cleaning promise. It strengthens our existing rigorous regime by adding in additional hygiene and safety measures right across the guest journey from check-in to check-out, designed to help keep guests – and teams – safe at this important time.

FAQ's

How often is my room cleaned?

To minimise housekeepers' interaction with guest rooms, if you are staying more than one night, we will only clean your room if you ask us to – otherwise cleaning will take place automatically after six days. Any guests requiring new linen and towels or additional pillows, tea and coffee just need to ask a team member who will be happy to help.

Can I ask the Housekeepers not to enter my room until I leave?

Unless you are staying for more than five nights or you specifically request a daily clean, Housekeepers will not enter your room until after you leave. We will only clean your room if you ask us to – otherwise cleaning will take place automatically after six days.

What re-assurance can I get about the cleaning products you are using?

We are using chemicals, that sanitise our rooms to the standard of EN14476 for viricidal efficacy. This means the products used are effective against COVID-19.

What checks are you doing on staff members to ensure they are healthy to work?

Nothing is more important to us than the wellbeing of our guests and team and we have clear processes for people to tell us if they are showing symptoms and cannot come in to work. At the present time, there is limited scientific evidence to support the effectiveness of temperature checks for staff on arrival at work, but we will continue to monitor government guidance in this regard.

How is the health of other guests managed? Is there a process for reporting this?

On arrival, every guest is given a letter which clearly outlines our safety procedures including the actions they need to take if they feel unwell and recognise any symptoms of COVID-19. Necessary steps include calling 111 to seek NHS medical advice, notifying the hotel team and following self-isolation guidelines.

What are your procedures for international guests? Will they be expected to quarantine at the hotel?

We are waiting for the Government to publish guidance in relation to quarantine for international travellers and will update our policy accordingly.