

# Our 'Clean & Safe' Pledge

## *We pledge to:*

### GENERAL

1. Constantly monitor government advice.
2. Ensure extra cleaning regimes every 2 hours for high use 'touchpoint' areas such as door handles.
3. Require only a signature on check in—all other details will be completed for you.
4. Ensure Physical Distancing is practiced throughout the hotel and grounds.
5. Have measures in place to allow both staff & guests to practice good hygiene.
6. Have hand sanitisers available in public rooms and at all entrances/exits.
7. Ensure that our staff are fully trained in the new Best Operating Practices implement.
8. Remove items such as guest information booklets & menus and email these to guests in order that guests may order at the table or from bedrooms without the need for printed material.
9. Request that both our staff & guests only enter the building & grounds if they are not experiencing any symptoms of C19.
10. Request that any guest who may feel unwell during their visit make themselves known to us immediately.
11. Ensure details of anyone entering the building are recording for traceability.
12. Only 2 households may book a table together. A maximum of 6 people may sit together.
13. Abide by the findings in our Risk Assessment a copy of which will be available on our website.

### BEDROOMS

1. Ensure that prior to arrival bedrooms/bathrooms will be cleaned thoroughly and hard surfaces disinfected.
2. Stop all access to bedroom during a guests stay (any requests for housekeeping services will need to be requested specifically).
3. Wash all linen at 60°C or above.
4. Reduce touch point risks - items such as magazines, cushions and tea trays will be removed.

*Finally please be assured that on booking with us, should you be unable to visit due to the effects of C19, we will be happy to change the date of your booking for any time for up to a year.*