

## Beechfield House Covid-19 Policy - 01/08/20

### Procedures & Measures to minimise the risk of Covid-19

We have a dedicated team keeping up to date with any changes to government guidelines; this guide is subject to change to ensure your safety whilst being committed to delivering the experience you have become accustomed to at Beechfield House.

The welfare of our guests and team at the hotel has always been our first priority. We are currently working extremely hard so that when you arrive you can do this feeling assured that we have all the precautions in place to minimise the spread of Covid-19 and keep you and your loved ones safe.

We have adapted hotel operations focusing on hygiene, sanitation and social distancing, underpinned by supervision to ensure your safety and that of our teams is our number one priority. We are currently re-training our teams to work within government guidelines whilst still offering the excellent levels of service so we can get back to doing what we do best, welcoming you back.

#### 1. Pre-arrival

You can book your stay online at [www.beechfieldhouse.co.uk](http://www.beechfieldhouse.co.uk) or by calling our reservations team 01225 703700.

The following procedures are for your peace of mind prior to your stay however, our front of house team will be happy to talk to you if you have any further concerns or questions.

We politely request that if you are displaying any symptoms of Covid-19 that you call us to postpone your stay. These include; A high temperature, a new and persistent cough and loss of taste and smell. [Find out more.](#)

We strongly recommend that you download the government-approved track and tracing app to ensure we are all alerted to any guests who may pose a risk of spreading Covid-19.

Our team will be in contact the week prior to your arrival to send you our contactless check-in email and provide you with all the necessary information about your stay, our latest Covid-19 management processes and details for getting to us.

#### 2. Arrival & check-in

We politely request that if you are displaying any symptoms of Covid-19 that you do not enter the hotel. These include; A high temperature, a new and persistent cough and a loss of taste and smell. [Find out more.](#)

Please be aware our revised check-in time is from 3.00 pm onwards.

We have put in place signage on arrival and throughout the hotel detailing the guidelines we have in place to protect you and our teams. Any guests or visitors displaying Covid-19 symptoms may be asked to leave the premises.

If you have any questions or need assistance during your stay, simply dial Reception from the phone in your room rather than come to reception in person.

Hand sanitising stations will be provided at all entry and exits, customers will be required to sanitise upon entering the hotel.

Our check-in process has been streamlined to allow for a fast and reduced-contact experience, note that we will only be accepting debit and credit cards for the foreseeable future, to avoid the handling of cash.

Our reception desk has the facility to adhere to social distancing, however we do ask that you call from your room rather than coming to the desk for any information.

All surfaces, screens, door handles and equipment will be regularly cleaned and sanitised throughout the day. We are increasing our housekeeping teams to deliver peace of mind.

If you have any special requirements please let us know before you arrive so we can make the necessary preparations with everybody's safety in mind.

### **3. Common areas**

We have heightened and enhanced our cleaning procedures to include extensive cleaning of shared surfaces throughout the day

We have set up hand sanitising stations throughout the hotel for you to use and we politely ask you use these when entering the hotel.

We have equipped our customer toilets with sanitising hand wash at the basins, as well as disposable hand towels.

To avoid overcrowding and unnecessary contact we ask that guests who are staying with us – where possible – use the bathrooms in their bedrooms.

When walking through the hotel we will ask that you please use your discretion and consideration by keeping a social distance of a minimum of 2 meters between yourself and other guests.

### **4. Bedrooms & Bathrooms**

Guests will be provided with an information guide on best practices for staying safe during your break with us.

Every guest bedroom and en-suite will be fully sanitised before each stay and sealed to ensure no contamination occurs prior to your arrival.

Fabric items such as mattresses, pillows, cushions, carpet, chairs and other furniture are sprayed with an approved sanitising solution, which is effective in killing Covid-19 but otherwise harmless to you and us.

All surfaces are thoroughly wiped down and cleaned prior to your arrival.

Linens, towels and robes are professionally washed on high heat, with added sanitisation. All consumables are replaced before each stay.

All printed material has been removed from your room to avoid cross-contamination.

Our housekeeping teams undergo strict sanitisation prior to starting work and will wear the appropriate PPE during cleaning.

Daily servicing by our housekeeping team will not now take place but we will gladly deliver any additional supplies you require to outside your door for your collection.

### **5. Outdoor pool**

The outdoor pool and terrace areas are fully open to residents only. We ask guests to respect social distancing and limit 6 in the pool at any one time.

## **6. Food & drink**

When you stay with us you can dine in your room or, where guidance and regulations permit, in the designated dining areas. Morning and evening dining times will be agreed with you during contactless check-in, we respectfully request that guests endeavour to adhere to times to ensure guest safety at all times.

We are fortunate to have four separate dining rooms and have rearranged our dining spaces and are utilising all public areas to ensure all diners are safely distanced.

We are able to offer flexible table configurations dependent upon your household size, including large multi-generational family groups that where possible be located alongside each other

If you are not staying with us you can still dine with us. All that we ask is that you book your table in advance (subject to availability).

We will be offering an à la carte breakfast for you to enjoy during your stay. To manage social distancing, we will agree dining times in your pre-arrival check-in.

At present buffets are not permitted in accordance with government guidelines however our teams will continue to monitor this situation

To maintain the social distancing guidelines, we will not be offering drinks at the bar instead, we will offer a full table service throughout the hotel's bar, restaurants and lounges.

We ask that guests who are staying with us use the bathrooms in their bedrooms. If you are not staying with us we request that you follow the social distancing measures we have displayed on our signage when using the public bathrooms.

We have equipped our bathrooms with sanitising hand wash at the basins and disposable hand towels.

Hand sanitising stations will be set up at the entry and exit points to use and should be used every time you enter or exit dining areas.

We will only be accepting credit and debit cards at this time.

## **7. Check-out**

A final room bill will be emailed to you on the morning of your departure.

To check out, all you need to do is leave your key in your room or at Reception and we will automatically take payment for any extras using the debit or credit card details we hold on file. Should you have any queries in relation to your bill, please call and speak to Reception.

## **8. Our people: training, hygiene and protection**

All of our hotel team have undergone comprehensive hospitality-focused training on how to prevent the contagion of Covid-19. We will continue to elevate our training as best practices evolve.

Any staff member who shows symptoms will be immediately sent home and will be required to self-isolate for 14 days prior to returning to work.

Hand sanitising stations are located at all entry and exit points back of house for the teams to use.