

## Redcliffe Hotel current new measures

We have taken advice from specialists to safeguard the staff & guests and we would appreciate your compliance with the measures below:

- 1) Any guest showing signs of the Coronavirus are requested not to travel to us. If on arrival you suspect you may have the virus, please report this to us immediately.
- 2) All guests will be contacted to settle their balance 48 hours prior to arrival & we request that you then pay for extras as you go along during your stay. Preferably by contactless card.
- 3) Upon arrival, please telephone us from the car park to advise that you are at the Hotel and we will inform you if the room is ready. If so, you will be given the room number (and directions if necessary) and you can then go straight to the room. Please only use the lift if it is absolutely necessary, and then just one family unit at any time.
- 4) Your registration card & room key will be in your room, please complete & leave in the box at reception on your way past.
- 5) Please ensure that you use the hand-sanitiser located at the inner front doors whenever entering the building.
- 6) Our Restaurant has been laid out in accordance with the 2 metre ruling with a separate table for each room. Please advise us if you wish to share a larger table with direct family members. The Dinner menus will be on your Breakfast table and we will take your Dinner order then. Dinners will be plated, with your vegetables served in separate dishes. (No Silver Service)
- 7) Please use the hand sanitiser located at the Restaurant door before entering.
- 8) Breakfast orders will be taken at your table, there will be no buffet table as per the new guidelines (service may take a bit longer and we ask for your patience during this period).
- 9) Servicing of rooms. To reduce the amount of contact between staff & guests, we advise that we will be servicing your room only on every 4<sup>th</sup> day. On arrival, your room will have been deep cleaned and sanitised using the Eco-Statics© three part system. We will provide you with clean towels & welcome tray items (i.e. tea/coffee/milks etc) daily, but these will be left outside your door in a sealed bag. We will provide you with a bag to put all your used towels in and ask you leave that in the corridor for collection.
- 10) Indoor Leisure facilities will regrettably not be open as per Government instructions
- 11) The public toilets on the Ground Floor will not be open during your stay, and we ask that you use the one in your room.
- 12) Our staff will be cleaning/disinfecting the touch points (door handles, bannisters, railings etc) on a regular basis throughout the day (and night).
- 13) There will be markings/signs and a one-way system in place to avoid too much close contact and keep the social distancing rule, and we request that you comply with these notices as far as is possible.
- 14) Any problems in your room can be reported to the reception (preferably via telephone). We ask that you vacate the room to allow maintenance to fix the problem, avoiding personal contact.
- 15) Checking out. Please leave your key card in the box at reception. We will forward your receipt to you.