

What to Expect at Check-in



- As you enter the hotel everyone is required to sanitise their hands.
- Proceed into the lobby following signage and observing social distancing at 2m.
- All guests will be asked if they are displaying any symptoms of covid-19, or if anyone within their household or someone they have come into contact with has (new persistent cough, loss of smell/taste or shortness of breath) if this is the case you/they will be denied access and must not return for at least 14 days.
- Your temperature will be taken using a non-contact thermometer – if a temperature of 38°C or over is displayed you will be asked to leave and not return for at least 14 days.
- We ask that only 1 person from each party should check-in, reducing the number of people in reception at any one time.
- We are encouraging completion of your registration details prior to arrival, this will be emailed out in advance of your arrival day.
- Unfortunately, in accordance with advice, we cannot offer luggage assistance. Our team will be on hand to direct and offer assistance where ever possible.
- All services and additional measures will be explained to you.
- Payments throughout the hotel & spa are by card/device/wristband or gift voucher only, NO CASH.
- Guests will have the option not to have their room serviced during the stay.
 - o If this is the selected option we will provide fresh towels etc. to the guest upon request.

Should you have any particular concerns or queries then please report them immediately to a team member.

