

KEEPING YOU SAFE

The safety of our guests and employees is our number one priority and we would like to re-assure you that measures are in place to provide a clean, safe and welcoming environment in our hotel.

Here is an overview of some of the measures in place:

- **New queuing system:** A queuing system has been implemented at reception and food collection points with social distancing signs advising guests where to stand at a safe distance from each other.
- **Lift changes:** We have implemented a strict rule that one individual/family is allowed in the lift at any one time, this is signposted and there are hand sanitising stations outside the lifts on each floor. The lift call buttons and buttons inside the lift are cleaned thoroughly by our team at regular intervals.
- **Check-in:** Perspex screens have been placed on the reception desk and debit/credit card machines are cleaned every hour. Keys are sanitised and placed in an envelope prior to check in for your safety.
- **Check-out:** Prior to check-out guests will be called to confirm any additional charges and invoices will be emailed to guests after departure. Where possible we are only accepting card payments.
- **Hand sanitising stations:** Multiple stations have been placed in all main areas of the hotel for guests to utilise. All high touch points are sanitised after every guest interaction or every 2 hours depending on the usage including door handles, debit/credit card machines and pens.
- **Accommodation:** There will be increased cleanliness of bedrooms before arrival/after departure of guests. This includes disinfecting all touch points within the bedroom, all non-essential items have been removed from the bedrooms and are available on request
- **Housekeeping services:** For guests staying more than one night, housekeeping services have been reduced to minimise interaction of guests and employees.
- **Grab and go breakfast offerings:** Grab and go breakfast will be available, this service can be ordered via phone and guests will be provided with a collection time along with the designated collection point information. All utensils provided and food handling will be kept to a minimum.
- **Safety of our guests and employees is our number one priority:** Our employees have been fully equipped with the necessary PPE equipment to keep them and our guests safe. Our employees have also been trained on maintaining a high standard of hygiene including hand sanitising after each interaction with a guest, rigorous cleaning procedures before and after each shift change and regular cleanliness upkeep within high traffic areas of the hotel.
- **COVID-19 Training:** Our staff have been trained on how to handle any suspected cases of COVID-19 within the hotel and how to keep guests safe if this did occur.



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