



## COVID19 UPDATE

We are pleased to announce the re-opening of the hotel from 17<sup>th</sup> May 2021 and are looking forward to welcoming back our regular guests and new guests alike. We are here to help and help keep you safe and READY to GO.

For the safety of our guest's we are implementing new procedures.

### Bedrooms:

We have removed the guest information folder, shampoo, shower gel, tea trays, cushions, telephones and bed runners. Should you require shampoo or shower gel please let us know prior to your arrival.

You will find complimentary hand sanitiser and a bottle of mineral water in your room.

### Dining - restaurant, bar & garden:

We have large public areas and have 2-meter floor markings to help guests social distance. Our large garden makes socially distancing easy.

All meals and drinks will be table served.

Staff will wear face masks.

We ask that guests pay with contactless credit/debit cards.

Face masks can be removed when dining or drinking.

Tables and hard surfaces will be sanitised after every use.

Guests can order room service should they prefer to eat dinner in their room.

### Reception

We have introduced check in procedures to minimise face to face contact. Receptionists will work behind a screen and/or wear a face mask. We encourage guests to ask questions by telephone 01392 465252 or email [reservations@gipsyhillhotel.co.uk](mailto:reservations@gipsyhillhotel.co.uk)

### Communal Areas:

We have hand sanitiser stations located throughout the hotel. All hard surface will be cleaned regularly, in line with usage, with hospital standard sanitiser.

There is an increased risk in using public toilets and we kindly ask guest's to uses their private bathroom facilities during their stay with us.

Public Toilets will be checked and cleaned regularly in line with usage.

Face masks are mandatory in all public areas.