# Hotel & Restaurant

For our hotel residents we’ve considered the entire customer journey to assess how we can keep you as safe as possible, whilst still giving you the outstanding Simonsbath experience we’re known for.

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### ****Pre-arrival****

You can book your stay online at enquiries@simonsbathhousehotel.co.uk or by calling us on 01643 831259

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

If you are displaying any symptoms of Covid-19 please call us to postpone your stay. These include; A high temperature, a new and persistent cough and loss of taste and smell.

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 **Arrival & check-in**

1. If you are displaying any symptoms of Covid-19 please do not enter the hotel. These include; A high temperature, a new and persistent cough and a loss of taste and smell.
2. Customers are requested to contact the hotel 30 minutes prior to arrival to ensure we are on hand to assist with your arrival and check-in, please be aware check-in is from 2pm onwards.
3. We have put in place signage on arrival and throughout the hotel detailing the guidelines we have in place to protect you.
4. Any guests or visitors displaying Covid-19 symptoms may be asked to leave the premises.
5. If you have any questions or need assistance during your stay, simply dial 9 07971192110 from the phone in your room.
6. Hand sanitising stations will be provided at the entry and exit; customers will be required to sanitise their hands before entering the hotel.
7. 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.
8. Please ensure you adhere to the social distancing of a minimum of 2m or 1m with mitigation when checking into the reception area.  This may require guests to wear masks in line with changing government guidance.
9. All surfaces, screens, door handles and equipment will be regularly cleaned and sanitised throughout the day.
10. 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.

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### ****Common areas****

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1. We have heightened and enhanced our cleaning procedures to include extensive cleaning of shared surfaces throughout the day
2. 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.
3. We have equipped our customer toilets with sanitising hand wash at the basins and disposable hand towels.
4. To avoid overcrowding and unnecessary contact we ask that guests who are staying with us - where possible - use the bathrooms in their bedrooms.
5. 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 m or 1 m with mitigation between yourself and other guests.
6. To reduce the likelihood of contact on stairways and corridors we are asking guests to operate a one-way system, using the main staircase for coming down and the side staircase for going up to the bedrooms.

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### ****Bedrooms & Bathrooms****

1. Guests will be provided with any further information as it is updated from the government on best practices for staying safe during your break with us.
2. Every guest bedroom and en-suite will be fully sanitised before each stay and locked to ensure no contamination occurs prior to your arrival.
3. 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, or the room will be left unoccupied for a min of 72hrs.
4. All surfaces are thoroughly wiped down and cleaned prior to your arrival.
5. Linens, towels and robes are professionally washed on a high heat, and tumble dried. All consumables are replaced before each stay.
6. Printed material other than the evening menu and selection sheets have been removed from your room to avoid cross contamination.
7. Daily servicing by our housekeeping team will not be available, should you require any additional cleaning rooms will need to be vacant and personal items including toiletries stowed away.
8. If you require a refill on your water bottles, milk container please bring these to breakfast with you and will be replace with fresh sanitized bottles. You can also let us know if you need further sachets of tea/coffee etc for your room.
9. If you require clean towels or robes please leave these outside of your room when you go out for the day and we will replace these in your absence.

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### ****Food & drink****

1. When you stay with us you can dine in the designated dining areas where you will have a designated table and we will agree dining times with you on arrival. However, please note due to the additional cleaning and sanitizing requirements, evening meal service will now start at 6.30pm and the latest evening meal service will be 8pm. You will be asked to select your breakfast choices the evening before and evening meal choices at breakfast (or when you check in). Please, adhere to times to ensure we are able to minimize customer contact and guest safety at all times.
2. We have extended our dining spaces to ensure all diners are a socially distanced in line with Government guidance.
3. We are able to offer flexible table configurations dependent upon your household size. Please discuss this with us when you book.
4. At  present buffets are not permitted in accordance with

Government guidelines, however we will continue to monitor this situation

1. 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 bar, restaurant and lounge.
2. We ask that guests who are staying with us use the bathrooms in their bedrooms
3. 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.
4. We will only be accepting credit and debit cards at this time.

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**Check-out**

1. A printed room invoice will be placed on your table at breakfast.
2. To check out, all you need to do is leave your key in your room 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 us by dialing 9 07971192110 from your room.
3. If you did not book directly with the hotel, you will need to supply an email and mailing address details to reception, if you require a copy of your bill.
4. We ask that you use the hand sanitisers before leaving the hotel.

**Staffing**

1. All of our staff 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.
2. 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.
3. Hand sanitising stations are located at all entry and exit points for the staff to use.
4. We will be keeping up to date with any changes to government guidelines; this document is subject to change to ensure your safety**.**

**Localised Lockdowns**

If you have a stay booked and your place of residence falls into a "localised lockdown area", as per the Government guidelines non-essential travel will not be permitted, therefore you will be unable to stay during this time.

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**\*Please note: subject to the latest guidelines we will be constantly reviewing our processes and precautions. This guide will be constantly updated to give you the very latest information.**