

10 Steps to COVID-19 Safety & Protection



1. Social Distancing

We have implemented social distancing measures in accordance with government guidelines. Floor stickers and posters have been placed where appropriate.



2. Frequent Cleaning and Disinfecting

We have increased the level of disinfecting and frequency throughout the venue, paying attention to high use areas and objects.



3. Sanitising Points

We have installed hand sanitising dispensers on all entrances and exits and throughout public areas. Anti-viral wipes will also be made available to guests when required.



4. Protective Screening and Partitions

Bespoke barriers have been installed in high contact areas for extra protection of staff and customers.



5. Team Member PPE

Face masks, gloves, aprons, hand sanitiser and forehead thermometers are issued and available to all staff at all times.



6. Team Training

All staff have received comprehensive training on all the new measures and policies as well as completing a COVID-19 Awareness & Prevention course.



7. Food Safety

We continue to adhere to the strict safety procedures when serving all food and drink.



8. Eating & Drinking

New at the table service measures, disposable menus, sanitised cutlery and disposable condiments have been introduced for every visit. Tables will be sanitised between each visit.



9. Air Cleaning Technology

HyGenikx Air & Surface Amplifier Systems have been installed in to all our kitchens to provide clean air for food preparation.



10. Bedroom Cleaning

All rooms are deep cleaned and disinfected fully after every stay. Linen and towels are cleaned to recommended guidelines for optimal disinfection. Rooms will only be refreshed on request to minimise contact.