

# STAYING COVID SECURE IN 2020

We are committed to making sure we are as COVID-19 secure as we can be. We therefore confirm we have complied with the government's guidance on managing the risk of COVID-19

We have taken the necessary steps to ensure the Health and safety of all our guests and staff and to minimise the risk in all areas of the hotel.

- We carried out a COVID-19 risk assessment and shared the results with all our staff.
- We put in place rigorous cleaning, handwashing and hygiene procedures in line with government guidance.
- We have taken all reasonable steps to ensure social distancing is observed in the hotel and restaurant.
- We will continually review the measures that are in place, and the guidance given, to minimise the transmission risk.
- We will communicate to all guests on arrival the measures and procedures we have put in place to ensure they all feel comfortable and enjoy their stay.
- Should you have any concerns or further questions then please do not hesitate to contact us and we will be happy to help.

# A DIFFERENT WELCOME TO THE CLOUD

**Thanks for choosing to come and stay with us in these uncertain times!**

We look forward to making your stay as comfortable as possible. However, adjustments have had to be made so please bear with us.

**We have put many safety measures in place to ensure both our Guests and Team remain safe at all times.**

There are many sanitising stations around the Hotel including at the front door so please use these and observe social distancing from both fellow Guests and our team when moving around the Hotel.

In compliance with government legislation all guests must wear a face covering when walking around the hotel. Face coverings can only be removed when seated at a table to consume food or drink. Please ask at reception if you require a face covering. Thank you for your understanding.

Please let us know if you don't require your room to be serviced during your stay.

If you require extra pillows, a blanket, shower cap, fan or hairdryer please ask at reception.

There is no buffet at Breakfast so you will be served at the table.

Meal times: Breakfast 8.00-9.30am (10.00am at weekends)

Dinner 6.00- 8.30pm **Booking Required.**

The Bar Closes at 10:00pm

Drinks, Coffees and Snacks all day

**The Ground Floor will be closed from 10.00pm but you are welcome to take drinks up to your room.**

**DEPARTURE:** We will charge the card that we hold for your reservation, unless you inform us that you wish to pay with a different card or by a different means. We will then email your bill on the morning of your departure. Please check your inbox and junk mail.

**SMOKING:** The designated smoking and vaping area is situated at the far end of the garden where there is a floor mounted ash tray. To accommodate all, we would appreciate guests sticking to this area and not smoking at the tables or at the entrance to the hotel.

NIGHT EMERGENCIES call 01590 622165

MEDICAL EMERGENCIES 999 OR NHS DIRECT 111

Wi-Fi Connect to BTBHub6-TSW7 case sensitive password X9vRgch6LMdQ  
You may need to click on either EXT2 or EXT5 of the above Wi-Fi network in your room.

Cars and Bikes are parked at owners' risk.

**FIRE PRECAUTIONS:** In the event of the fire alarms sounding please follow the signs to the emergency exits and congregate at the fire point on the car park at the front of the hotel. If you discover a fire, please raise the alarm by activating one of the break glass panels.

Please let us know if you are hard of hearing or sight impaired.

Check-out is by 11am

**KEYS: We are asking guests to hold on to their room key and please remember to take your key with you if you are heading out in the evening as we lock the front door at 10.00pm.**

**IN THE UNFORTUNATE EVENT THAT YOU START TO SHOW ANY SYMPTOMS OF COVID-19 CONTACT NHS DIRECT 119 AND PHONE THE HOTEL TO INFORM RECEPTION. PLEASE KEEP EVERYONE SAFE AND STAY IN YOUR ROOM.**

DISCLAIMER: We cannot accept responsibility for valuables unless they have been deposited with reception for safe keeping and such items are only accepted at our discretion. Our liability for loss or damages to guest's property whilst staying in the hotel is limited to £50 per item or £100 aggregate.