

Penmaenuchaf Hall Hotel

Pre-arrival Communication – Covid-19 Observations

Please take a moment to read through the following information in advance of your arrival. These measures are in place for the reassurance of our guests and staff.

- **We recommend wearing a mask in all public areas inside the hotel.**
- The date, time, name and mobile telephone number of every visitor to Penmaenuchaf Hall, including chance callers, will be recorded and used for the Test, Trace, Report procedure if necessary.
- Check in is from 3pm.
- Check in will be carried out by a member of reception staff at the desk in the Main Hall.
- You will be asked for a credit / debit card to pre-authorise.
- You will be asked to confirm reservation times for breakfast and / or dinner. We ask that these times are kept to, to assist with the flow of service.
- Restaurant seating will continue to be positioned with social distancing in mind.
- We will continue to operate a booking system for all meal times, including breakfast.
- You will find a place card with your room name on your allocated table.
- There will be no need for guests to check out traditionally at reception.
- On your day of departure, your bill will be delivered to your room, in the event of any queries please telephone reception. If we do not hear from you by 11am we will assume you are happy with your bill and your pre-authorized card will be charged.
- On departure please leave your key in the box in the Main Hall.
- **In the event of a guest presenting COVID-19 symptoms whilst at the hotel, they will be asked to return home immediately, to isolate or call their GP or call 111 depending on the severity of the symptoms. The guest's room will be isolated for 72 hours and then thoroughly sanitised.**