

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.

- **Guests are strongly advised to wear a mask in all public areas inside the hotel unless seated.**
- **Social distancing applies throughout including public areas and outside terraces / gardens.**
- Please help us by respecting social distancing and keeping 2 metres away from others.
- Please do not congregate in any public areas inside or outside 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.
- On arrival at the hotel, all guests will undergo a temperature screening process.
- 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 if you would like housekeeping to service your room during your stay or if you would prefer “light housekeeping” only, ie fresh towels, tea, coffee etc on request.
- Our turn down service is suspended for the foreseeable future.
- Our newspaper delivery service is suspended for the foreseeable future.
- All peripheral amenities will have been removed from your room.
- No access will be made to your room during your stay unless on your request, to service your room or fix a reported maintenance issue. We respectfully ask guests not to be present in the room during this time.
- Guests are asked to use the toilet facilities in their personal bedrooms rather than use the public toilets.
- 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 be positioned with social distancing in mind.
- You will find a place card with your room name on your allocated table.
- Menus will be limited in order for food to be produced in a socially distanced manner in our kitchens. This will in no way impact the quality of food on offer and specific dietary needs will still be catered for.
- Breakfast buffet will not be in place but all items normally on the buffet can be ordered at the same time as cooked food is ordered.
- 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 line with Welsh Government advice, we recommend that guests take a lateral flow test prior to joining us for their stay.
- **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.**