

Penmaenuchaf Hall Hotel

Pre-arrival Communication – Covid 19 Measures

Please take a moment to read through the following information in advance of your arrival. These measures have been put in place for the reassurance and safety of our guests and staff. The hotel's full risk assessment and bedroom information booklet can now be found on the homepage of our website at www.penhall.co.uk with our "Good to Go" icon.

Penmaenuchaf Hall has reviewed all aspects of the hotel's operations, in line with recommendations and guidance from the UK Hospitality Cymru, Public Health England/Wales and the W.H.O., so we can protect our customers and safely welcome you back.

- **It is compulsory to wear a mask in all public areas inside the hotel.**
- **Social distancing applies throughout including public areas and outside terrace / 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.
- You will find sanitation stations at primary entrances and key high traffic areas within 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.
- On arrival at the hotel, all guests will undergo a temperature screening process.
- You will be asked for a credit / debit card to pre-authorise, the card machine will be sanitised after every transaction.
- Desktop and equipment will be sanitised regularly.
- Keys will be sanitised after each guest's use and wiped with disinfectant wipe before use.
- You will be asked to confirm reservation times for breakfast and / or dinner. We ask that these times are adhered to, to avoid congestion and assist with the flow of service.
- 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.
- When you are shown to your room, you will find a door seal indicating that your room has not been accessed since being thoroughly cleaned.
- Antibacterial hand gel and facemask will be available on request.
- All peripheral amenities will have been removed from your room.
- If you require assistance with luggage, please wait in reception while this is brought to / from your room. Staff will wear fresh gloves each time.
- 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.

- If a staff member has to enter a bedroom while it is occupied the staff member will be wearing PPE.
- Vacuum cleaner dust bags will be replaced every five days, regardless of whether they are full or not.
- Bins will be disinfected with appropriate anti-microbial cleaning agent.
- Each time a room is serviced, it will be ventilated by opening window(s) for a prolonged period of time.
- Guests are asked to use the toilet facilities in their personal bedrooms rather than use the public toilets.
- High touch points, staircases and public toilets will be regularly sanitised.
- Hand towels will be replaced with paper towels in all public toilets. Pedal bins with lids and liners will be used for waste paper.
- Restaurant seating will be positioned to adhere to social distancing.
- We will operate a strict booking system for all meal times, including breakfast.
- 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.
- Single use menus will replace our conventional menu folders.
- Service staff will wear PPE when social distancing is not possible.
- 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.
- A limited room service menu will be available. Guests are asked to phone reception to order and will be given an estimated time of arrival.
- Room service will be taken and placed outside the room. We will never hand or receive a tray directly to/from a guest.
- The tray will be delivered, leaving it outside the room and will knock to let the guest know the tray is there. We will call a few minutes later to ensure everything is to the guests satisfaction.
- We will not ask for signatures for room service. All trays and cutlery will be sanitised/cleaned before delivery.
- Guests should not leave trays outside the room unless they have called reception to have them collected or have organised a collection time.
- Staff members delivering and collecting room service trays will wear PPE at all times and will not enter the guest's bedroom.
- All crockery and glassware will be processed in dishwashers operating a rinse cycle of 82 degrees.
- You will find there is a one way system in place throughout the hotel, please adhere to this to maintain social distancing.
- 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-authorised card will be charged.
- On departure please leave your key in your room.
- **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.**