

# Stay with confidence



**Dear Guest**

A very warm welcome to The Blackwell Grange Hotel.

We are delighted to announce that the Hotel has been presented with 'We're Good To Go' certification. The accreditation is the Official UK mark to signal the efforts put in place by our team and shows that as a business we have worked hard to follow Government and industry COVID-19 guidelines. It also confirms that we have appropriate processes in place to maintain cleanliness and aid social distancing.

At Blackwell Grange Hotel, we care, and as the whole world works to adapt to a new normal, we want to make sure we keep on providing our guests with the best possible experience and services.

We have introduced new processes to keep our guests, employees, and our local community safe from COVID-19. Our processes are not exhaustive but are summarised here to give you some confidence that by booking your stay with us you are in good hands.

If you have any concerns, questions, or further recommendations during your stay, feel free to speak to us, we appreciate your comments and feedback.

Kind regards

Dawn Raine | *General Manager*

## Symptoms

We ask that if you feel unwell or are showing any symptoms of COVID-19, you do not stay at the Hotel or utilise any of its facilities. If you feel unwell during your time at the Hotel, please stay in your room - Dial 0 and Reception will contact the Duty Manager on your behalf.

The Duty Manager is our designated, responsible contact for all staff and guests with COVID-19 related queries.

## Physical/Social Distancing

Guests will be advised to practice physical distancing by standing at least 2 meters / six feet away from other groups of people not travelling with them while standing in lines. Restaurant tables, bars and other physical layouts will be arranged to ensure appropriate distancing.

## Hand Sanitising

Hand sanitiser dispensers will be placed at key points, guest and employee entrances and contact areas such as reception areas, restaurant entrances, public areas.

## Public Spaces and Communal Areas

In line with government legislation, from Wednesday 9<sup>th</sup> September it is mandatory to wear a face-covering throughout our hotel to prevent the spread of Covid-19 and protect all guests and team members.

These areas include our Main Lounge, the Elk Room, Reception Area, all corridors and public walkway, Havelock's and our bar areas, the only exception is when seated at a table face coverings can be removed to eat or drink.

We are not offering food or drinks in our public areas while tighter restrictions are in place.

Residents are requested to use their en-suite bathroom whenever possible rather than the public toilets.

A one-way system throughout the hotel has been implemented where possible. Signage has been displayed in all common areas to reinforce social distancing measures.

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The frequency of cleaning and sanitising has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, the reception desk, door handles, public toilets, room keys and locks, stair handrails, dining surfaces and seating areas.

## Check In and Check Out

Please prepay for your booking prior to arrival and give a credit or debit card authorisation for any extras you might incur during your stay. Guests will be handed sanitised keys and directed to their bedroom.

## Guest Bedrooms

Industry leading cleaning and sanitising protocols are used to clean guest rooms, with particular attention paid to high-touch items including: television remote controls, toilet seats and handles, door and furniture handles, taps, telephones, light switches, radiator valves, window handles, luggage racks and flooring. We have removed all non-essential items to minimise any contamination risk.

As always, all bed linen and laundry will be changed between guests and continue to be laundered at a high temperature by our accredited linen provider.

However, during your stay Housekeeping will not enter or service the room at all.

Instead, a bag containing clean laundry and amenities will be placed outside your door each day. If you require any additional items for your room during your stay, please contact Reception (Dial 0).

For guests staying more than 3 nights, bed linen will only be changed upon request and at a mutually agreed time (whilst the room is vacant). Dial 0 for Reception to arrange this service.

## Temporary changes to dining arrangements

**Food is available in Havelock's Restaurant (12.00 – 21.00).**

**Breakfast is served Monday to Friday 7am-9:30am, Saturday and Sunday 8am – 10:30am.**

Pre-booking for lunch and dinner is essential preferably before arrival to the Hotel.

Please contact Havelock's Restaurant on 01325 509948 (external) or 2700 (internal) to make a reservation.

## Lunch & Dinner

We are operating a reduced menu with reduced capacity in Havelock's Restaurant.

Tables in the Restaurant must be pre-booked. They are available at 15-minute intervals & subject to availability at the time of booking.

The **'Rule of 6'** - Tables can be booked for up to a maximum of six people.

This rule also applies to sitting in the bar or outside on the terrace.

Multiple tables cannot be booked by the same group of people as this is a breach of current legislation.

There will be no contact, mixing or circulating between tables.

Single use menus and wine selectors are in use, alongside single use/disposable napkins, cruets, and accompaniments.

Room service is available. You can contact Havelocks and place your order by calling 2700 (internal).

## Breakfast

This is served in Havelock's Restaurant.

Reservations are not required, but it does become busy during peak times which may mean you have to wait for a table.

**(Peak times: Mon-Fri 8am-9am. Sat & Sun 9am-10am)**

We also advise of extended waiting times for food preparation & delivery during breakfast.

Breakfast will be plated and served to the table.

## Miss Allan's Bar & Blackwell Bar

Capacities within our bars have been reduced in line with social distancing legislation.

A bar is only open for service of drinks and guests must be seated when drinking.

Social distancing rules must be followed in the bar.

The bar closes at 22.00 due to current government legislation.

## Leisure Club

Our Leisure Club is open but has had to reduce its capacity and is operating on a first come first served basis. The swimming pool, jacuzzi and saunas all have restricted numbers in place.

