

COVID-19 Guidelines

Hungry & Thirsty?

- Contact details of min 1 guest retained for Test & Protect scheme
- Use hand sanitiser stations
- We are operating a cashless system, where possible pay contactless
- Menus may be condensed to enable us to adhere to social distancing in the kitchen and restaurant.
- Please observe social distancing rules between yourselves and guests in other parties/groups
- Staff contact will be kept to a minimum
- All guests to sit at their allocated tables, table service only where possible.
- Masks to be worn at all times if not seated
- Single use menus
- Touch points, tables & card machines will be disinfected regularly with certified disinfectant

Staying Over?

- Minimum contact at reception, pre register details where possible
- Observe current social distancing regulations at all times.
- Use hand sanitiser station at reception
- Use disinfecting wipes before entering the lift.
- Masks must be worn in all public areas
- Only one family/group in the lift at one time
- Use sanitising stations before entering the lift at each floor
- No daily service of the rooms, additional towels, guest supplies will be provided in the room on arrival day, additional can be requested from reception at any time
- Please leave any waste outside your room on a daily basis and we will removed safely for you.

Public Areas & toilet facilities:

- Adhere to current social distancing at all times
- Only 2 guests in the toilet at one time
- Toilets have been adapted to adhere to these rules, please observe them
- Toilets will be checked and disinfected regularly with a certified disinfectant
- If more than 2 guests in the toilets then please wait outside the relevant toilet on the dedicated markers
- Utilise waste bins within the toilets

The experience:

To assist with providing you with the best experience all staff have been trained in COVID 19 Health & safety procedures before returning to work and a record of compliance retained.

We appreciate the "new norm" will be very different for us all, we will do our utmost to make the experience as enjoyable as possible whilst observing current guidelines.

Here to Help:

If you have any queries, concerns or feedback please let us know - either on the day to one of the team members or email us on info@carmelitehotels.com