

Dear customers,

Whilst we are planning for the reopening of The Stratton House hotel for the 4<sup>th</sup> July, we wanted to keep you all updated with our plans, and the measures we are putting in place for both the safety of our staff, and customers.

To ensure the safety of everyone it is inevitable we must work a little differently for the foreseeable future. We have taken measures both front and back of house to ensure that we can still make your experience with us enjoyable, with the absolute confidence that we can keep us and yourselves safe.

*We look forward to seeing you all very soon, but if you are feeling unwell or have any symptoms please do not visit us.*

### **Cleanliness**

Thorough cleaning & sanitising of the kitchen, bar, all public areas, especially heavily used/touched areas i.e. door handles, bathrooms etc every twenty minutes. The card machine will also be sanitised thoroughly between every transaction.

Hand sanitisers have been installed at entrances & exits for your use coming into and out of the building. Please make sure you are washing your hands regularly and using sanitiser where necessary.

### **PPE**

Face masks, and gloves are readily available by request for any guests that may require them.

All staff will be wearing masks when coming into contact with guests, and whilst preparing any food/drink items.

### **Social Distancing**

In adherence to the current 2-meter distance advised by the government we have taken steps to temporarily remove tables from the restaurant and bar areas. This will reduce our capacity but will allow for comfortable spaced seating and pathways.

To ensure the current social distancing rules we will not be allowing guests to drink at the bar, the stools at the bar have been temporarily removed, and we will be employing a table service only, so customers do not need to approach the bar until restrictions can be lifted.

Where possible we will be implementing a one-way system through the building.

There will be clear guidance provided to guests on the use of bathrooms to ensure these stay clean, sanitised, and safe for your and our use.

### **Table bookings**

Due to the reduction in capacity, we will be offering staggered table times for pre-booked and walk ins. This will help to avoid having too many people on site at any one time and to allow for full cleaning and sanitising of the tables & chairs between guests. Please do book in advance where possible.

Please remember the advice, maximum tables of 6 from a maximum of 2 households only.

Whether you have booked a table and would like to sit at a specific table please do let us know at time of booking. We want to make sure you get your seating preference, but if this table is occupied or it may need cleaning/sanitising, please do be patient with us. You will be unable to order at the bar, table service will be in operation.

We have removed table items such as wine glasses, cutlery, and decoration to avoid contamination. Your cutlery will be delivered to the table and will be sanitised after washing.

Card/contactless payments are encouraged as much as possible.

Menus will be replaced with disposables to ensure any cross contamination from previous guests.

Menu's have been reduced in size to allow less members of staff in the kitchen at any one time.

### **Bedrooms**

Takeaway food is available to guests staying within the hotel, order this at check in with your collection time, and take to your room to eat if you wish.

Bedrooms are being cleaned thoroughly including sanitising all areas. The rooms are being left for 24hrs isolation periods between guests staying. We appreciate this also reduces our capacity, but inevitably will keep our guests and staff safe.

### **Our team**

All team members will have their temperature checked upon arrival for work to ensure they are fit and well to work

Where possible, staff will change into their uniform after arriving to the building.

All staff members will ensure their hands are washed when leaving their homes and immediately when they arrive to work. Once on shift they will be required to wear masks, and to wash & sanitise their hands every 15 minutes.

Where gloves are used, they will be single use only.

Staff will refrain from physical contact with guests where possible and remain 2 meters distance where possible (where it does not stop them efficiently carrying out their responsibilities)

Staff will not be permitted to handle personal items on shift, they will not be permitted to share stationary, food, drink, or PPE.

All staff using a computer or till be will be required to fully sanitise these items after use

The number of staff members on each shift will be reduced to allow for social distancing in the workplace, so some things may take longer.

**Please be aware, due to the ever-changing nature of Covid-19 and the guidance provided to us, these precautions are subject to regular changes.**