

Covid-19 Book and Stay with Confidence Statement



CONTENTS

1. TAKING CARE OF OUR GUESTS & TEAM
2. ENHANCED CLEANLINESS & SANITISATION
3. GUEST BEDROOM SANITISATION
4. SOCIAL DISTANCING
5. BAR & RESTAURANT
6. SPA
7. COMMUNICATION
8. TEAM SAFETY





TAKING CARE OF *OUR GUESTS AND TEAM*

We trust that you are all well and as excited and ready to meet us at the Lancaster Hotel and Spa as we are! The health, well-being and comfort of our guests and our team is what we are known for and has always been our foremost priority. We want to reassure you that we are taking every precaution to ensure your full safety and well-being during your stay.

We have made some changes to the way in which we operate in order to provide both our guests and our team members with the confidence that we are doing everything we can to keep you safe and well during your visit. This includes implementing social distancing measures as much as possible, encouraging the use of preventative equipment (hydro-alcoholic gel and masks are mandatory), putting into place enhanced cleaning protocols for our team, as well as implementing a new approach to continue to maintain a warm and friendly hotel environment for our guests.

This is a living document which will continue to evolve and be updated to reflect ongoing government and medical advice, client feedback and industry best practice.

ENHANCED CLEANLINESS & SANITISATION

We have always been diligent in the strict cleaning and sanitising of the hotel. We have been using, where appropriate, disinfectants as a matter of routine in the hotel for years.

We have introduced additional measures to improve our already-robust cleaning procedures across both guest-facing areas and back-of-house areas. All visitors to our hotel will find increased accessibility to hand sanitising facilities and enhanced in-public area cleaning, all of which are monitored regularly to ensure that the new cleaning regimes are implemented by our staff at a high standard.

Our staff will complete a health check upon arrival for their shift, the results of which will be recorded and held in the strictest confidence. Appropriate action will be taken to ensure the safety of not only the relevant team member but also the wider hotel team and guests as required. PPE will be provided to team members where appropriate, including face masks and disposable gloves. These items will also be available to our guests upon request. Before returning to work our team members will undergo additional training in our new health and hygiene measures.



GUEST BEDROOM *SANITISATION*

Upon your arrival, you will find a seal on your room door to demonstrate that it has been thoroughly prepared for your access only.

Our procedures, along with the usual sanitising of all surfaces and touchpoints, include the spraying of an un-harmful airborne sanitiser to ensure all surfaces, fabrics and furniture have been safely sanitised. Room ventilation will be maximised.

You may notice that certain items will have been removed. All complimentary items like tea/coffee and toiletries will have been replaced brand new before your arrival (unused tea and coffee sachets, toiletries, etc. from the previous guest will be disposed of). Where relevant, guest amenities will be replaced with single use items to minimise cross contamination.

Our housekeeping team will carry out a minimal touch service during your stay with us. They will not touch or move any of your belongings. Should you prefer, they will be able to provide fresh laundry and toiletries in a bag left outside your room, with no access to your room made by anyone during your stay. We guarantee that all crockery and glass wear will have been sanitised and replaced between guests – even if it appears to be unused.

All laundry is serviced by a professional/external laundry company.



SOCIAL DISTANCING

Our public areas have been reorganised to allow for the recommended minimum of 2m social distancing of to be maintained. We will have a one-way access system from our reception the other parts of the hotel. Signs will be discretely placed around the hotel to remind our guests and staff to maintain social distancing.

Our reception area will have a protective screen to ensure minimal risk, we will ask you to retain your room key for the duration of your stay.



BAR & RESTAURANT

We will not operate our food and beverage outlets as usual.

Table service in the restaurant is currently suspended and the restaurant will remain closed until further notice.

The bar will be open for drinks and there will be a system in place, with social distancing, for ordering.

Our food offering has been streamlined to 'Boxed Breakfast' only, in order to be able to maintain the strictest of hygiene regimes and social distancing. This would not, however, mean you find yourself short of choice in the local area. As ever, our professional team will be more than happy to provide you with information based on your dietary requirements.



SPA

Unfortunately, our spa will remain closed for the time being.

We are awaiting an opening date for this area of the hotel.



OUR *COMMUNICATION*

After booking with us we will provide you with information detailing what to expect when you arrive, check-in procedures, luggage-handling, check-out procedures etc.

Our reception team will be on hand to answer any questions or additional queries you may have.



TEAM SAFETY

As great as the Lancaster Hotel and Spa may be, it is nothing without its team of dedicated staff on-site who ensure that every whim of our lovely guests is met. It is very important to us that our staff feel safe and secure in their working environment and to this effect, we are introducing a wide number of health and safety commitments to ensure their ongoing well-being too.

All staff will complete a health check upon arrival for their shift. Appropriate action will be taken to ensure the safety of both the relevant team member, wider hotel team and guests as required. PPE will be provided to team members where appropriate, including face masks and disposable gloves. Additional hand washing procedures and cleaning procedures of all areas around the hotel have been introduced and are carried out by every department on every shift. Offices have been rearranged to ensure social distancing can take place.

All staff will have received additional training on all the new hygiene and cleaning procedures prior to returning to work.



FINALLY...

All of us here at the Lancaster Hotel and Spa hope that the above information has reassured you of our preparedness and commitment to you and our team's safety and wellbeing. We hope that this has given you the confidence to book and stay with us.

Our team will be fully ready from 17th May 2021 to welcome you to our newly enhanced hotel for a comfortable and safe stay with us.



Lancaster
Hotel and Spa