

KING ROBERT HOTEL

Dear guests,

We are delighted to say that we will re-open our doors to the public again on the 1st August 2020.

The safety and comfort of our guests and staff continues to remain our number one priority, and we have achieved the official UK mark to show we have followed the government and industry guidelines of enhanced cleaning and social distancing and; WERE GOOD TO GO!

Please find below a brief outline of our Stay Safe Promise.

FLEXIBLE BOOKING POLICY

- We have introduced 'Flexible Booking' which means you can book with confidence and cancel or amend your booking until the very last minute.

BEFORE YOUR STAY

- We have worked with our Health & Safety Consultants Xact Group to develop protocols and standards in line with Government and Industry best practice
- All employees will have received additional training on how to keep you and themselves safe. This will be reflected in how they interact with you during your stay.
- We use RP Adam disinfectant products that are proven to be effective against Covid-19.
- All employees are subject to a health check questionnaire and temperature check at the start of their shift.

RECEPTION

- Updated procedures include reduced contact at check in, protective screens, sanitiser stations and sanitised keys. Social distance signage and a queuing system have been introduced

GUEST BEDROOMS

- New housekeeping protocols have been introduced including deep cleaning between each guest stay and visible verification of sanitized items in guest bedrooms.

PUBLIC AREAS

- Social distancing signage and sanitiser stations will be in place throughout all public areas. Increased cleaning of high touch surfaces will be in place, and there will be a minimum of printed material. Furniture layout has been changed to promote physical distancing.

BAR & RESTAURANTS

Protective screens have been installed in the bar. New protocols include social distance signage and queuing system, and sanitising stations. All menu's single use printed menu's

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We can't wait to welcome you all back!

The King Robert Team