



## **Welcoming you back to the Shendish Manor Hotel**

Before we closed our doors almost 12 weeks ago, we'd already made some significant changes to the way we were doing certain aspects of our daily tasks to keep the hotel safe & clean. Since we've closed, we've been working to ensure that everything we offer, has been reviewed and revised so that we can make certain that when we offer this to you, it can be done so not only with exceptional service, but also, and perhaps most importantly, safely.

We're delighted to share the good news that we're ready!!

However we will be constantly monitoring the COVID 19 situation and any developments in the Government's guidance. This will continue even after we reopen and we promise to continue to do all that we can, to ensure that we are and will continue to be Covid-19 safe and secure.

After almost twelve weeks our hotel and staff will be eagerly waiting to welcome you back just as soon as we are able to.

Until then, we know that you will have questions about what you can expect at the hotel, so here is more information....

### **Our coronavirus hygiene & safety measures**

We are working hard to ensure we deliver a quality but safe experience for all our guests. Some of our measures include; pre-arrival check-in and registration, social distancing throughout the hotel, in-room dining at no extra cost, and consistent cleanliness, hygiene and safe food handling using coronavirus-effective products and processes.

### **Our Guest Promise**

Our guests will know and have come to expect, that exceptional service, pristine housekeeping, hygiene and safety have always been amongst our values at the Regency Park and delivering these consistently is part of our commitment on a daily basis.

We confirm that we have complied with the 'Covid-19 Secure guidance on managing the risk of Covid-19. Due to the changing nature of the situation and therefore the guidance that will arise as a result, our procedures and operations will be constantly reviewed and updated where necessary.

The information that we're sharing with you about how we will operate might need to change and therefore this will be subject to review and change without notice. We are asking for the support and assistance of our guests in this new environment so that we can manage the Covid-19 health crisis and ensure that our guests and hotel team can feel safe and comfortable.



### **What you as guests can do to help:**

If at any time that you or someone in your household or 'bubble' experience Covid-19 symptoms such as high temperature, new continuous cough or change to your sense of taste & smell, please follow the UK Government guidelines and advice ([www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)). If this is the case, then please contact us and we will reschedule your stay to another time

For anyone arriving in the UK from overseas within 14 days prior to your intended date of arrival at the hotel then please contact us ahead of your arrival to discuss your reservation

Please either email [reservations@shendish-manor.com](mailto:reservations@shendish-manor.com) or call on 01442 232220 option 1.

### **Our Team**

To further give you additional confidence we are sharing our team procedures and as well as some information about the training that will be ongoing before we open and afterwards

- All team members will be required to stay at home if they're unwell and must follow official PHE guidance on self-isolating as required
- Our team will have their temperature checked when they arrive at work
- All team members are taught from day one to follow a clinical standard handwashing routine (we've always done this and it's part of our standards and staff are required to follow this every time  
We have signed up to a 'prevent Covid-19' online course and exam and all team members will complete this prior to our reopening. This will help ensure that they are implementing our enhanced cleaning and disinfection protocols across all areas of our operation
- Back of house we have the same enhanced cleanliness standards as we have in our guest and public areas and we've introduced new social distancing requirements for all employees in all areas
- The Hotel management team will be responsible for the implementation of all of these procedures and will be pleased to assist with any questions or queries. If at any time during your stay or visit to our hotel please ask for the Duty Manager and they will be able to answer your questions.



## **If someone becomes ill or displays signs of Coronavirus**

We introduced stringent procedures at the start of the epidemic and have guidelines for staff across the hotel's operation. In the unfortunate situation that a guest at our hotel may display symptoms of COVID-19; we can confirm that we have implemented clear, documented procedures that will be followed in that situation, to protect the wellbeing of other guests and our team.

We would ask any guest that thinks they may have the symptoms of Covid-19 to follow the PHE guidelines.

## **Arrival at the Hotel**

When you arrive at the hotel reception may look a little different to what you've experienced before, we have implemented a social distanced check-in/reception procedure.

We will endeavour to contact you ahead of your arrival day to ask if you can give an estimated arrival time so that we can make sure that check-in is as swift as possible. Please be assured that at every step of our check in process we are making every effort to make this as seamless and touch free as possible.

We do have safety screens at reception now but we will still welcome you to our hotel with a big hello and a smile.

There are social distance markers on the floor for you to follow and we would ask that only one guest (or one room) takes the lift at all times.

Also we would ask that you are aware of other guests on the stairs and hallways when moving around the hotel.

## **Your Room**

To make your stay with us safe and hygienic, Shendish Manor Hotel works with professional disinfectants, certified according to European Standard EN14476.

We also follow the procedures given to us by Diversey, a global leader in cleaning and hygiene solutions. This makes us confident to welcome you in a secure space, in line with the recommendations of the WHO and the European Centre for Disease Prevention and Control.

Our housekeeping teams will be delivering a new 10 step high touch cleaning programme in every room after check out. We will endeavour to allow a minimum of 24 hours between the last guest leaving and your arrival

All non-essential items including some decorative, soft furnishings have been removed from our rooms to help reduce risk.

Replenishment of towels, linen and anything else you need will be available on request; this will help ensure no-one enters your room unless requested. These will be left bagged outside your door.



## **Dining**

We will open with a room service food offering. There are no tray charges for room service. Please call the number from your room, we will then let you know how long this will be and when we deliver the tray we will leave it outside your room rather than coming inside.

Our restaurants, bar and lounge areas have been reconfigured to take into account social distancing guidelines

We do have some outside seating areas as well where you can enjoy food in a socially distanced environment please ask if you'd like to see where you can eat outside (UK weather permitting of course)

Our breakfast option initially is being replaced with an alternative of takeaway; room service or plated service in the restaurant. Breakfast will be available from 7am until 9am Monday to Friday and 8am until 10am Saturday and Sunday

We will be looking to introduce more options for dining in the next few months.

## **Moving around the hotel**

During your stay we ask that you are mindful of the social distancing requirements in line with Government guidelines

We will have sanitising stations around the hotel so that you can use these whenever required

We are in the process of gaining the 'AA Sign of Confidence' accreditation to provide added confidence for your future stay with us. This means that the smallest details will have been looked at and taken care of in the safest fashion to allow us to reopen our doors will be assessed and accredited independently.

## **Golf**

Our golf course is currently open. Please visit [www.shendish-manor.com/golf](http://www.shendish-manor.com/golf) for details of how to book tee times.

## **Departure**

On your departure day we will also be offering an express check out service if you'd prefer to check out this way.

Please visit our website [www.shendish-manor.com](http://www.shendish-manor.com)

and you will find details of our latest offers and you can pre book your next stay with us online!

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