

Beachlands Hotel New Policies & Procedures for Guests

The health and safety of our guests is of paramount importance to us, and as such we have always operated with extremely high standards of hygiene at all times, in all areas of the hotel. In response to the COVID-19 crisis, we have put the following measures in place to further enhance our procedures and doubly ensure the personal safety of each and every guest and member of staff on the premises, giving you complete peace of mind for the duration of your stay.

If you are feeling unwell, have a persistent cough, high temperature and a change/loss to your sense of smell or taste, please call 111. It is unsafe to travel.

Booking:

On booking it is important to inform the hotel of any extra needs

Dietary needs: We are running a smaller menu than usual, so please inform reception so arrangements can be made

Mobility: At this time, we will not be offering help with luggage to the rooms. So, we will try to allocate rooms suitable for your needs.

Returning Guests: It will not be possible to choose a preferred room, rooms will be allocated to benefit social distancing.

Time of arrival: You will be asked for a time of arrival, we will be operating a check-in timetable to reduce congestion in the reception area. These will be in 15-minute slots.

Please note that the indoor swimming pool and sauna remains closed under government guidelines.

Deposits:

A £50 deposit will be taken on booking and then 24 hours before arrival, the full amount (less £50) will be payable. The free cancellation policy is now extended to 9am on the day of arrival.

Arrivals:

If you are feeling unwell, have a persistent cough, high temperature and a change/loss to your sense of smell or taste, please call 111 - It is unsafe to travel.

Check-in: Is from 3pm.

Only one person per booking needs to check-in.

Please keep to your check-in time slot. If you are running late please call the hotel on 01934 621401 to arrange a new slot. The 4 carparking spaces at the front of the hotel are now designated check-in spaces and can be used on arrival, then moved once you have checked in.

When entering the hotel please use the main front door, we are running a one-way system. Please use the hand sanitiser on arrival.

Track and Trace: Under new guidelines all guests are required to give their full name and contact details. The hotel will hold these details for 21 days after you leave, Beachlands Hotel will only pass on your information to the NHS on request and no other parties. After the 21 days, we will dispose of all data in line with the data protection act.

Keys:

Keys will be presented on arrival in an envelope. The keys will be sanitised and placed with an information sheet for your benefit. Please keep your keys with you, there is no need to return your key until the day of departure.

Sanitiser with a minimum 60% alcohol content has been placed prominently in both front and back areas of the hotel to enable staff and guests to sanitise frequently.

Rooms:

Once rooms have been serviced ready for your stay, the room will be locked, and no one will re-enter. During your stay for hygiene reasons your room will not be entered or serviced (unless requested).

Due to the covid-19 the extra soft furnishings such as throws, scatter cushions have been removed from the rooms.

Towels & Rubbish: Fresh towels can be requested from reception from 7.30am to 9.30pm and we ask guest to place used towels in the laundry baskets found at, both ends of the upper floor in main building, ground floor of Lawn House, corridor on wing rooms along with bins for rubbish.

Refreshments in Room: If you require extra tea or coffee please contact the reception between 7.30am and 9.30 pm. These items will be placed outside your room and the door knocked for your attention.

If you require your room to be serviced, please contact reception and a suitable time will be arranged. For bedding to be replaced, we will need you to remove all personal items from bed and bedside tables. For a fully serviced room all personal items will need to be packed in your bags and placed in the wardrobe. If items are not removed, some areas will not be able to be cleaned.

Moving around the hotel:

The hotel is operating a one-way system, entrance to the hotel is only via from the front door and exit is by the back gate located in the rear garden. Signage will be on display to help you move around safely.

Guest are asked to wear mask or face coverings when in the hotel corridors.

Restaurant:

Breakfast: Monday to Friday 7.30am to 9.30am, Weekends 8.15am to 10.15am

Dinner: Monday to Friday 6.45pm to 9.00pm

If you are dining with us, please go to your table (tables will be allocated to you with your room number on them) Menus will be placed on your table before your arrival, on plain paper which will be replaced every day. We ask you if you can order your full meal to reduce contact and in line with social distancing. Waiting staff have been trained to sanitise their hands before touching plates/dishes before serving your meals. We ask you if you can place used cutlery onto plate/dishes for the staff to clear your table.

If you wish to pay for your meal or drinks as you go, during your stay, please see a member of staff. Contactless payments and chip and pin can be done at your table, there is no need to go to reception.

A limited daytime menu of hot drinks and snacks will be available throughout the day.

Bar:

The bar will be available, but as table service only. Guest and customers will not be served at the bar.

Check-out: Is 11.00am.

We ask on checking out, to place keys in the key drop located on reception and any outstanding accounts to be paid with contactless or chip and pin. When leaving the hotel please observe the one-way system. It will not be possible to have a late check-out (unless arranged at time of booking) due to the extra cleaning procedures for all rooms.