

# HOLBECK GHYLL

Dear Guest,

RE: THE NEW NORMAL

The experience may look a little different in this 'new normal', but we aim to still deliver the same service that you expect at Holbeck Ghyll. We've added new measures to keep you and our team safe so that you can confidently enjoy your experience with us.

We have adapted our space and practices in accordance with government guidelines, in a way that is true to who we are, so whilst the health and safety of the team and guests is our absolute top priority, we still want you to be able to relax in a space that feels familiar. We firmly believe this needs to be a joint effort, so we ask you to please play your part in keeping everyone safe. In return, we will be doing the same for you.

Maintaining a physical distance from others is absolutely essential to stop the spread of the virus, but we believe it does not mean we can't be sociable! We prefer the term physical distancing so that it doesn't feel like you can't enjoy interacting with Team Holbeck. We love our building being old, quirky and a bit different, like our staff, but this can make it difficult for hard and fast rules. We'll ask our guests to please use common sense and be responsible for your own physical distancing during your stay when moving around the hotel for the well-being of both you, other guests and the team. The team will do the same for you!

As a hotel we already operate with strict cleaning and health and safety measures, but we are now taking extra steps to ensure that all areas are thoroughly sanitised, clean and compliant with government guidelines. We'll take all necessary measures to deliver minimum contact, ensure hygiene standards and physical distancing.

We look forward to seeing you and if you have any questions please don't hesitate to give us a call or send us an email.

Kind Regards,

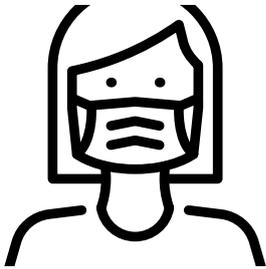
Team Holbeck Ghyll

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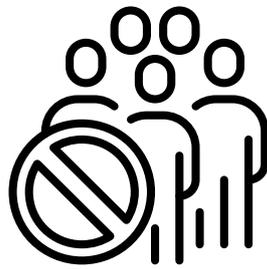
Welcome to Holbeck Ghyll

The safety and well-being of our team and visitors is our priority as we navigate through the Covid-19 pandemic.

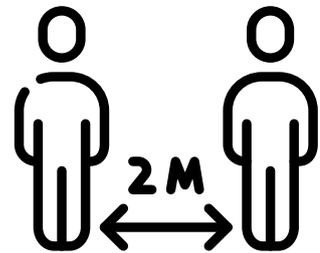
We have introduced the following measures



Wearing of face coverings is required in indoor public areas other than when you are seated at a table for dining and enjoying drinks



All service is table service, please relax, remove your face covering and the team will operate a table service.



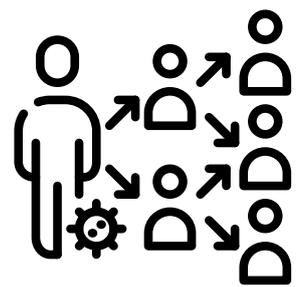
Physical distancing measures are in place for both guests and employees throughout the hotel



Additional cleaning implemented throughout the hotel. Bedroom cleaning on stay overs has been suspended unless requested.



Hand sanitiser stations are throughout the hotel. These must be used upon entry and throughout your stay by both employees and guests.



Track & Trace. As a resident we have your details for track and trace. Any non residents guests will be required to register with NHS Track & Trace

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## **Making a reservation, before arrival and cancellation**

Please contact the hotel to rearrange your visit should you have any symptoms of Covid-19 in the 14 days leading up to your stay. Our cancellation policies are enforceable however, for any non refundable rates or promotions we can offer some additional flexibility in regards to Covid-19. Should you display Covid-19 symptoms or require to self isolate requiring you to cancel your reservation with more than 48hrs notice to arrival, then any non refundable payments can be used as credit against a future stay. Covid 19 test result or notification of isolation will be required as evidence. Any cancellations made with less than 48hr notice to arrival will have the full cancellation policy applied.

Travelling from another country - if you have recently arrived or returned from another country that stipulates a quarantine period you can not stay or visit the hotel during this quarantine period.

## **Check-in**

Non contact check in is available on request. Full payment can be taken for your stay prior to arrival\*. The reception team will then contact you on your day of arrival to advise what room you will be staying in and how to access your room.

Standard check in remains available with social distancing and sanitisation in place.

## **Payments**

Cash payments have being suspended. Card payments should be contact-less where possible. Where chip and pin are required the card machine will be fully sanitised between uses and the team will not touch your card.

## **Food & Beverage**

Food and drink service is available as standard in our restaurant & lounges with social distancing in place, or as room service. Please wait to be seated by a member of the team so your table can be sanitised.

All team members will wear face coverings when delivering food and drink orders.

Breakfast service is available. Continental buffet items will be delivered to your table by the team on request. Full cooked options are available as normal. To allow social distancing our tables are now reduced and as such we ask guests to select a breakfast slot on check in to assist with service.

Any group bedrooms - a separate socially distanced room may be available for evening dining and breakfast to allow group bedrooms to dine in the same room whilst following all social distancing guidelines and leaving other social distanced spaces available for all other guests.

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## **Cleaning**

Additional cleaning schedules have been implemented with on site housekeeping team working around the clock. Amendments include however are not limited to, all regular touch points sanitised regularly, card machines and keys sanitised between every use, increased public area cleaning, stay over room service suspended unless requested.

Regarding stay over room service, should you require any replenishment of items please advise reception and this will be arranged.

## **Team Changes**

We have allocated our team into two working groups and have rotas in place to minimise any cross over of working bubbles.

Should any team member show signs of Covid-19 symptoms, the whole work bubble will be put on immediate leave to obtain testing and results. Should a positive result be returned the entire workforce will be tested, the hotel will be temporarily closed for cleaning and to assess staffing options. All clients who may have come into contact with a positive result will be contacted in line with track and trace.

## **Track & Trace**

We are committed to helping the government control and contain the virus using track and trace as such your contact details and stay details will be held on file for 21 days irrespective of your data retention choices.

## **Finally**

This is new to all of us, our priority is the health and well-being of all our guests and our team. Certain guidelines are changing and we must always adhere to the best of our ability and understanding to those guidelines issued by our local council in regards to any localised changes.

Your cooperation of the procedures and support to the team are greatly appreciated. Should you feel that we could be doing more, please do help us and talk to a member of management.

We hope that you can continue to enjoy your time with us, we know it's not quite the same, we have always prided ourselves on offering a personable service in a comfortable and stylish surrounding. We aim to still achieve this whilst still following all the necessary safety precautions to ensure we stay open and we all stay well.