

How we're changing our way
of working to protect our
guests & team...

COVID-19 STRATEGY

Updated 22nd September 2020
In-line with Government Legislation

Please check for any updates

A MESSAGE FROM OUR MANAGING DIRECTOR

We are delighted to be able to continue offering accommodation, food and drink to all guests across our hotels, restaurants and bars.

We've been keeping a close eye on all Government guidelines and have made several changes to our way of working to ensure your visit is worry-free. Please take some time to read some of the new policies within this document and visit our website for up to date information and frequently asked questions. We also have some fantastic hotel breaks at www.suryahotels.co.uk.

Thank you for your patience and support over the past few months and we look forward to welcoming you back.

Kind regards,

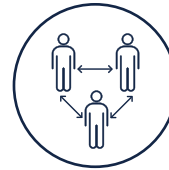
R Dowsett
Managing Director - Surya Hotels

OVERVIEW OF GUEST GUIDELINES

To help us protect other guests and staff, there are a few guidelines handed down from the government that we all need to follow...



Face masks **MUST** be worn when walking through communal areas



Please observe social distancing



Regularly wash or sanitise your hands



Read & follow all safety information within the building



Please refrain from visiting us if you have any symptoms

SOCIAL DISTANCING

We have invested in a wide range of signage to help promote social distancing guidelines around all communal areas. Staff schedules have also been reviewed to minimise the number of workers on site at any one time. Please regularly read the signage on site as we update them with new guidelines.



WASHING HANDS

For areas where there are no hand washing facilities in place we have added hand sanitising stations and additional signage. High population areas such as reception will also have special automated dispensers without the need to press a button.



Thank you for regularly washing your hands and using our hand sanitiser.

Please wash your hands for 20 seconds at a time and as frequently as possible. Please also remember to catch coughs and sneezes and avoid touching your face with unclean hands.

RECEPTION

All reception desks have been adapted to encourage social distancing and provide minimal contact possible. We have removed most point of sale racks and brochures where possible and are using disposable pens/pencils to reduce contamination.

Key card collection boxes will be used on guest departure and will be sanitised before reissue on the following day.

Lifts and other enclosed spaces are permitted to one social bubble at a time.

We recommend using our automated check-in-kiosks if available as these have been fitted with anti-microbial films to help reduce transmission and make our regular cleaning routines more effective.



**These screens are fitted
with an anti-microbial film**

These help to reduce the lifespan & transmission of germs

CLEANING & ROOM ROTATION

Across all our sites, we have enhanced our cleaning routines to ensure surfaces are cleaned with certified anti-viral chemicals (*EN1276 and EN1447*) after any interaction with specific attention to door handles, lift buttons and other high use items. Thank you for your patience while our team take extra time to clean our high traffic areas more regularly.

Where possible, doors and windows in communal areas are being left open to allow contact-free movement and to improve ventilation.

With accommodation, we have allocated extra time for our room attendants to deep clean rooms and we do our best to allocate rooms that have been dormant the longest to further minimise any risks to our guests.

During your stay with us, **your room becomes your 'bubble'**. Our teams will not enter, so if you are staying for more than one night, please let us know if you need anything refreshing via one of our team members.

All our staff have been issued with PPE (personal protective equipment) and special cleaning products to combat transmission and are reminded to dispose of gloves and face masks in a safe manner after use.

BAR, RESTAURANT & ROOM SERVICE

All bars and restaurants continue to remain open in line with Government legislation for both food and drink. These can be consumed inside or outside in our gardens. Currently, we are only permitted to accept tables of 6 people or less, with a maximum of 2 social bubbles. We are also required to close all bars and restaurants at 10pm daily, this includes residents staying the night. All venues will be offering table service only.

You will notice several changes to the layout and service to assist in our control measures. Tables and booths will be spaced out and we will be limiting the amount of people we can serve so we ask you to please book a table in advance to help us provide the best service to you.

When you arrive, you must enter your details into our Track and Trace forms which is now a legal requirement for all hospitality businesses.

New ordering methods will be in place for your safety and we recommend downloading our Surya Hotels mobile app to allow you to order food and drinks directly to your table. A one way system will be in place to reduce traffic in certain areas.

Breakfast will be ordered using special ordering forms and will be served to your table instead of our regular buffet style service.

Room service is also available to guests with selected or reduced menus. Social distancing measures and PPE equipment is being used when coming into contact with guests in their room.

MEETING ROOMS

Meeting rooms and event spaces, in-line with current Government guidelines, will remain available for hire with reduced capacity and improved ventilation to ensure all participants can observe social distancing. If lunch is requested, they will be individually prepared and packed.

Tea and coffee will be available for sale from our bar.

WEDDINGS

Weddings are currently restricted to a maximum of 15 people. Please speak with our wedding co-ordinators who will be happy to offer guidance if you are planning your big day.

Thank you for your commitment
to help safeguard yourself,
other guests & our team...

HAVE A QUESTION RELATED TO HEALTH & SAFETY?

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HAVE A QUESTION RELATED TO BOOKINGS?

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