

## NEWS

### COVID-19 UPDATE – REOPENING PLAN

#### THE CLIFTON PARK HOTEL

**For Bookings, please give us a call, 01253 725 801, alternatively, you can book direct through our website – [cliftonpark.co.uk](http://cliftonpark.co.uk)**

Whilst the hotel has been closed, we have been working hard to ensure that when we re-open, you will feel safe whilst away from home.

All Staff Members Will:

Be temperature checked on arrival to the hotel and complete the fit to work statement.

Wear adequate Personal Protective Clothing on top of work attire, to include, face mask and gloves

Adhere to social distancing in all departments

#### **On Arrival**

Clear signage to guide you through the hotel in the safest way possible.

Free standing contactless hand sanitising stations throughout the hotel.

Temperature checks will be conducted on arrival.

Reception Team ready to welcome you and talk you through any questions you may have regarding the new layout, one-way system, or anything at all.

#### **Luggage**

Please if you can take your own luggage to your room then please do so, if this is not possible a member of the team will make sure your luggage is brought to your room, as long as your bag is labelled with your name on it.

### **Housekeeping**

Your room will be fully sanitised before arrival, you may wish to consider opting out of housekeeping entering your room in which case we will provide all that is necessary for the duration of your stay, including extra towels and consumables.

### **Dining**

You will need to reserve a table at reception and pre order your dinner. You can view menus on the screens outside the restaurant and by the grandfather clock in the foyer. Breakfast will no longer be a buffet, for now it will all be table service from the kitchen. The menus will all be sanitised daily.

### **Drinks**

Drinks service will be table service only, so you can rest your feet and let us do the leg work for you. Charges for drinks will be charged to your room. This is to minimize anything being spread by cash.

### **Toilets**

We do ask that residents use their own bathroom wherever possible during their stay.

### **Cleaning**

It goes without saying this is our priority and will take precedence in all aspects of the environment and our service to you, so please be patient and allow us to follow our protocols.

### **Lift**

Outside the lift on each floor there is a sanitizer, we ask that all guests use the sanitizer both before entering the lift and exiting the lift. We also ask that only people sharing a room go in the lift together and not to get in the lift with anyone else.

### **Confirm**

That you and any members of your party are free from the associated symptoms of COVID-19, should you need to cancel there will be no penalty incurred.

### **Leisure**

All Leisure facilities will remain closed and unavailable during your stay.

### **Entertainment**

All tables allocated for dinner will also be your table for entertainment, no other guest will be able to use your table without your invitation. Your table will be yours throughout your stay and will have your name allocated to it.



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[info@cliftonpark.co.uk](mailto:info@cliftonpark.co.uk)

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01253 725 801

### **Checkout**

On Checkout there will be a container with disinfectant in to drop your keycards in as these are sanitized and reused, please do not throw them away. If you have an outstanding bill to pay it is preferable you use a contactless payment method if this is possible.

We do hope you enjoy your stay with us and feel more comfortable with all the efforts we have made to make you feel safer during these uncertain times. We want you to feel at home so sit back and relax while you are catered for and entertained in a safe and clean environment.

Derek and all the Clifton Park Team look forward to seeing you all again