



## HORTON GRANGE

COUNTRY HOUSE HOTEL & RESTAURANT

The safety and wellbeing of our guests and staff is of utmost importance to us here at Horton Grange. We would like to reassure you that we have and are taking the following additional steps to ensure your visit/stay is a safe, enjoyable and memorable one.

### **General Daily Practices**

- Hand Sanitiser is available at all main areas of the hotel for guests and staff to use frequently.
- Surfaces and frequently touched areas will be sanitized regularly throughout the day.
- The team at Horton Grange will have face coverings provided.
- Magazines and brochures have been removed from public areas and are available on request or our wedding brochure is available on our website.
- We have additional signage around the venue reminding guests and the team to regularly wash and sanitise their hands and also to socially distance themselves from other guests/team members.
- We have fitted screening at face to face points such as reception and the bar.
- All occasional seating in the venue will be socially distanced.
- Contactless payments will be encouraged where possible.

### **Rooms**

- Assistance with luggage is available but we do encourage guests to carry their own luggage where possible.
- All linen will be quarantined appropriately before and after use.
- Rooms will be deep cleaned before and after every use with additional cleaning time allocated to each room.
- We will only service bedrooms once during a two night stay. If guests are staying for longer, a service will be carried out after the second night.
- We will ask for the room payment on arrival and guests to leave their room key in a box at reception to be sanitised and to leave without face to face checkout. We will not be allowing room charge payments to allow for this.

### **Food and Beverage**

- Significant time will be allocated to cleaning the kitchen and dining areas and equipment.
- All social distancing rules will be adhered to in all dining areas.
- Outdoor seating available and encouraged (weather depending).
- The team have received additional training in safe working practices.