

At the Golf Hotel, the safety and wellbeing of our teams and customers is paramount – and we are doing everything we can to ensure that you still have an amazing experience when you visit our hotel while ensuring we uphold and exceed the guidelines on operating safely.

We know you've got lots of questions about the steps we've taken and the protocols in place – and we've tried to answer them here. If there is anything we have not covered and that you want to know, please contact us.

Q: What precautions have you taken to prevent the spread of coronavirus?

A: We always strive to go above and beyond the standards expected by our customers, and our approach to our reopening preparations are no exception. We have undertaken individual risk assessments, allowing us to ensure that from the moment you arrive, you feel safe, at home and able to enjoy your stay or visit.

All of our rooms are deep cleaned before opening, with hand sanitising stations added throughout. In our restaurant, our seating arrangements allow for 1m+ social distancing and we have separate entrance and exits with a one-way system allowing for smooth access throughout.

Every single team member has undertaken a comprehensive training programme before returning to work, enabling them to do what they do best – look after you, keep you safe and make sure you leave happier than when you arrived.

We have intensified our already high standards of cleanliness and all hotel rooms are deep cleaned, sanitised and signed off by our housekeeping teams between stays.

Once you have checked in, we will not enter your room to do our usual room servicing for guests more than 1 night stay.

To protect our guests and our team members, we will be asking customers not to travel if they are displaying symptoms of coronavirus or if they are travelling from an area currently in a local lockdown. If a guest becomes unwell during their stay, we will be asking them to remain in their bedroom and contact Reception via telephone.

With the rule of six, effective from 14 September 2020, we can only accommodate party sizes of up to six people from either the same or different households, both indoors and outdoors. Please remember that this includes children and babies. If there are more than six individuals in your household or if you are part of an extended support bubble, we may be able to accommodate larger table sizes but if possible, please let us know in advance. If you are not part of the same family or cannot prove that you live in the same household, we will need to separate you into tables of six. Tables unfortunately cannot mix once seated.

These rules are designed for your safety and to prevent the spread of coronavirus. They are also now enforceable by law and we will need to keep strictly to these rules at all times.

As of 8th August 2020, members of the public are required to wear a face covering in and around the public areas of the hotel, such as the Reception area and hotel corridors. Face coverings are not required once seated at your table. If you are exempt from wearing a face covering, please be assured that our team members are aware of these exemptions and are familiar with indicators such

as lanyards and badges. Our team members will also wear face coverings around public areas of the hotel.

Tables must be pre- booked for lunch/evening meals via our Reception team.

Breakfast will be served slightly differently. The breakfast buffet will no longer be available however all our cold and hot buffet items can be ordered and brought directly to your table.

Our restaurant and bar will close at 10pm and all guests will need to have vacated these areas by this time. Residents will be able to enjoy drinks in their rooms after this point, but the bar will be closed.

Q: How are you collecting details for NHS Test & Trace?

A: When you arrive at the hotel, we will ask you to complete a mandatory Track and Trace registration using your NHS Test & Trace app. We have also made QR codes available throughout the hotel.

The NHS QR code will be used by those with the NHS app, and will log your presence in the hotel. If you prefer to use our system, you will need to scan the QR code using the camera on your smartphone (IOS or Android), which will take you directly to a Track and Trace registration form. It is a legal requirement that we ask at least one member of each party to register their details and we hope our customers will play their part in this important exercise. If you don't have a smartphone or have signal issues, we will collect your registration on paper and dispose of this securely after the data retention period has ended.

Any Track and Trace data collected is held for a maximum of 21 days from the date of the last registered visit. If you have WIFI enabled on your phone and visit the same or another hotel, we may be able to recognise your phone and automatically register you, however, it is important that you complete the registration process on every visit regardless. Registration details captured on paper will be securely destroyed at the end of the 21-day period.