



## Langley Castle Covid-19 Policy

### Keeping you safe...

As we are all aware, the way we live our daily lives has changed massively since we had to close our doors in March, and it looks as though we are going to have to live with this 'new norm' for a little while yet.

As such, we are determined to ensure that Langley Castle is a safe environment for all of our staff and visitors. This does mean that we will have to do things a little differently around the hotel – but the charm and warmth of the staff will still be in abundance.

We have been reviewing our policies and procedures and completing thorough risk assessments on all aspects of how we will operate, and our teams are being trained to deliver safe hospitality. We will continue to monitor the government guidelines and react accordingly – this may mean information you receive at the time of booking may no longer apply when you come to stay with us.

Whilst we would love to welcome everyone to back to Langley, we politely ask that if you are displaying any symptoms of Covid-19 that you call us to postpone your stay.

### Key safety measures:

- Social distancing in all public areas
- Enhanced hygiene and cleaning throughout
- Linens disinfected between guests
- Check in safely with sneeze screens in place at reception and thoroughly sanitised key collection.
- Gardens open to residents
- In-room dining and beverage options
- Socially distanced restaurant settings

### The Langley Team

Prior to opening we will train every member of staff in the new hygiene procedures. Customer facing members of staff will be issued with PPE, in particular face masks/visors. We will also contact our key suppliers to ensure that their practices match our high standards.

## **What you can expect:**

### **Before you arrive...**

- Our Reservations team will contact you prior to your arrival to discuss your stay and ensure we have all of information we need to make your check-in as straight forward as possible with minimal contact required on arrival. It would be great if you could advise us of any special requirements before you arrive, so these can be arranged as safely as possible.
- Your booking will be flexible up until 48 hours prior to arrival, at this point we will require full pre-payment for direct bookings. This will help to make checking-out much quicker, easier and safer.
- All bedrooms and public areas will have been thoroughly cleaned and disinfected.
- Extra attention to, and disinfection of, the most touched areas and items – kitchen utensils and equipment, light switches, door handles, lamps, radios, TV remotes, thermostats, all surfaces and more.
- The bedroom and public areas will be de-cluttered to allow for ease of cleaning.
- Prior to arrival all guests will be asked to confirm if they, or any of their party, have shown symptoms of Covid-19. Anyone, who has symptoms or is self-isolating will be asked to visit at a future date. We would also request that guests check their temperature before leaving home. If they record a temperature of 38 degrees or above, then they should remain at home and postpone their visit.
- All tables for meals should be pre-booked – through our reservations and reception teams.

### **When you arrive at the Castle...**

In order to minimise contact with staff, and to promote social distancing, we have reviewed our check-in and check-out procedures.

- Perspex screens have been put in place at Reception and the check-in staff will be wearing protective gloves. The hotel reception has been marked out to allow social distancing for people using this area. There will be a thoroughly sanitised key collection point.
- We are encouraging contactless payment methods including Apple Pay & Google Pay.
- Guest information will be available on request as our traditional guest directories have been removed.
- Hand sanitiser stations will be provided at the entrance to each of our properties.
- In order to reduce contact, we will not be routinely assisting with guest's luggage or showing guests to their rooms. We will of course assist those who can't manage, whilst adhering to social distance guidelines – our staff will leave the luggage outside of the room.

### **During your stay...**

- We ask that all guests are respectful of the recommended social distancing, wherever possible keeping 2 metres apart and at least 1m+.
- We've improved our housekeeping operations even more, throughout the hotel, and will be continually disinfecting all surfaces to prevent the spread of pathogens.
- Where possible, guests who are staying at the hotel are requested to use the bathroom in their hotel bedroom to reduce contact with other people using the toilets in the common areas.
- Our housekeeping team can provide fresh linen and towels on request – these can be delivered to your room wrapped to avoid social contact.
- In addition to the existing hand washing facilities, we will be supplying hand sanitiser in key locations.

### **Guest bedrooms**

- Every guest bedroom and bathroom will be fully sanitised before each new guest's arrival. All bed linen, towels and robes are professionally cleaned on a high heat.
- In order to prevent contamination, we regret that the Housekeeping team will not be servicing guest bedrooms mid-stay or providing a turn-down service.
- All in-room consumables, including toiletries, tea and coffee trays will be replaced before each stay.
- Extra attention given to, and disinfection of, the most common touch points – such as light switches, remote controls, thermostats and much more...

### **Dining at the Hotel**

- We are lucky to have lots of outside space at the hotel and weather permitting, you'll have the option to dine outdoors in the fresh air, should you wish.
- We've made some changes to our dining rooms to allow for social distancing between each table. To maintain social distancing, we will not be offering drinks at the bar but will be offering a full table service – or room service if you prefer. We'll request that guest's book, and adhere to, a time slot for all meals and services in public areas.
- Breakfast can be served at your table (or to your room if you prefer) – there will not be a buffet station available. Guests will be asked to pre-order their breakfast the evening before so that we can have breakfast delivered to your table at an agreed time.
- Our menus have been simplified down to allow us to operate our kitchens with fewer members of staff and to assist with social distancing within our teams. Where possible, we

will take pre-orders so that we can sterilise your specific table and all necessary tableware ready for your meal.

- To minimise the spread of infection, we've removed our linen napkins in favour of disposable alternatives.
- In addition, we'll be making our menus available via email or on our website to minimise the use of paper. Otherwise, we will issue single use paper menus.

### **Check Out**

- We respectfully ask that payments are made by debit or credit cards for the foreseeable future to avoid the increased risks of handling cash. Credit card machines and other shared devices will be regularly sanitised.
- Your room bill will be emailed to you on the morning of check-out, or we are able to print you a copy of your bill if you prefer. If you booked directly with us, we should have these details, otherwise guests will need to supply us with an email address. You can call reception from the comfort of your room to pay your remaining balance.
- Guests will simply need to deposit their room key in the designated box at Reception.

### **After you've gone**

- All bedrooms will be left for minimum of 1 hour prior to cleaning
- Our housekeeping team will wear protective gloves before entering the property to clean and follow upgraded procedures.
- Extra disinfection of the most frequently touched areas and items.
- All linen and towels will be cleaned by a commercial linen company and freshly made for each arrival.