

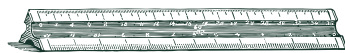
# Rest Assured

Please rest assured knowing we have taken appropriate steps to ensure a safe environment for our guests at Hoar Cross Hall and Eden Hall, consulting professional bodies and carefully considering each action. Please find below our plan to keep you and our team safe as we all adjust to a slightly different way of doing things.

## PROFESSIONAL GUIDANCE & REGULATIONS



- Our Barons Eden Covid-19 Risk Assessment in place
- Our staff have been fully trained in our Covid-19 Risk Assessments
- Facemasks should be worn at all times in public areas where food and drink are not being consumed, unless you are exempt from wearing one
- NHS Track & Trace is in place. Please register all members of your party on arrival at the hotel and spa via the NHS App



## SOCIAL DISTANCING MEASURES

- We have reduced visitor numbers to allow for social distancing
- We have staggered the arrival times of hotel and spa guests
- We request that you observe our social distancing measures in all areas
- Reduced occupancy in exercise and relaxation classes
- We have limited the capacity of seating at mealtimes and staggered our bookings. We ask that you closely adhere to your confirmed reservation time
- We have moved to being a cashless property.
- We are now operating an express checkout facility at hotel reception

## TREATMENTS



- Enhanced cleaning measures in all treatment rooms
- Your therapist will ask you to wash your hands prior to your treatment
- Guests are asked to wear face coverings for treatments (except Facials) unless you are exempt due to medical reasons.



## PPE

- All team members complete daily health declarations and are temperature checked prior to starting work
- Protective barriers are installed at all of our reception desks
- We have provided our team with all the necessary protective equipment to keep them safe
- Single use face masks are available to guests should you wish to use them
- From 8th August, all guests, members and visitors are to bring and wear face masks in our public areas, unless you are exempt for medical reasons.

## FOOD & BEVERAGE SERVICES



- We must adhere to the 10pm curfew as per Government guidelines. No food or beverage will be available after 10pm and dining rooms and communal areas will need to be vacated
- We can only offer table service in food and beverage areas
- We can only accommodate parties of at a maximum of 6 people
- We have removed communal buffets, replaced with freshly plated breakfast and spa lunches
- We have removed communal items such as salt and pepper from dining tables and made single use sachets available
- Evening mealtimes are allocated for 1 hour 30 minutes per booking. We ask that you closely adhere to your confirmed reservation time to enable us to service all guests of the hotel safely, and vacate your table at the end of your meal

## CARING FOR YOU



- For your peace of mind, we will ask to read your temperature on arrival
- If you need to postpone your booking, don't worry. You can change the date of your booking or place the booking on hold with no fees or fuss up to 24 hours before arrival
- If you or anyone in your home presents with any Covid-19 symptoms within 14 days of your booking, please follow UK government guidance and inform us as soon as possible
- If you experience symptoms of Covid-19 whilst staying in the hotel, please remain in your bedroom and notify the reception team
- Please ensure you wash and sanitise your hands upon arrival at the spa and frequently throughout your visit
- Please ensure that you observe all social distancing measures put in place by us
- Please use contactless payment where possible
- If you have any questions at all, please do not hesitate to ask

## CLEANING



- Sanitising stations are available throughout the property
- Enhanced cleaning regimes with more regular cleaning of key touch points and in areas of higher traffic
- All locker keys and room cards are fully sanitised before and after use
- Sanitising items are accessible for gym equipment before and after use
- For your safety, our team will not enter your bedroom once you have checked in. Fresh towels and in-room amenities are available for you to collect at reception throughout your stay.