

EST. 1840



CLIFTON ARMS
HOTEL

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Coronavirus (COVID-19)

Our commitment to you

Dear Customer,

We have a rich history of quality hospitality, priding ourselves on the high standards of service, food and facilities which we provide.

Ensuring the safety, wellbeing and happiness of our customers and employees remains our priority given the unprecedented situation we find ourselves in.

We have reviewed all aspects of the business, carried out a thorough risk assessment and continually train the team based on the new hygiene and safety procedures to ensure that we are COVID-19 secure.

We will continue to monitor the latest government guidelines and update our measures when necessary.

There will be differences as we are adapting to the 'new normal' but we look forward to welcoming you with confidence that we will deliver the high standard of quality that the Clifton Arms Hotel is renowned for.



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The welfare of our customers is of paramount importance to us so we have always operated with extremely high standards of hygiene at all times. In response to the COVID-19 pandemic and with the government guidelines provided, we have introduced the following measures to ensure your safety.

Prior To Arrival

- We will be in touch to ensure that you are aware of our enhanced health and safety procedures so you know what to expect.
- If you experience symptoms of COVID-19 before you visit (fever, continuous cough, loss of taste or smell) or you have been asked to shield, self-isolate or quarantine, please stay at home. We currently offer a free rescheduling service, subject to availability.
- Please do not enter via the revolving doors at the front entrance, we ask that you arrive using the automatic doors at the rear of the hotel accessible from the car park.

Check-In

- A wall-mounted, automatic, hand sanitiser unit is located at the entrance, please use this when arriving at the hotel and please continue to use the available wall-mounted hand sanitisers throughout your stay.
- Please wait to be greeted by a Receptionist who will process your registration at the hotel and issue you with a key-card.
- You must wear a face covering throughout the hotel as you will not be able to maintain a 2m social distance at all times. Should you require, disposable masks will be available at Reception. You do not need to wear a face covering when having a meal or drink.
- Guests requesting portage will be assisted, with physical distancing in place, although the service is restricted to delivery to the bedroom door. Luggage and the trolley will be sanitised before and after delivery.
- You will be supplied with a complimentary bottle of hand sanitiser for personal use during your stay.

Lift

- We encourage our customers to use the stairs. If you use the lift, please ensure that this is limited to just your room or 1 household. The lift will be sanitised regularly and there is a wall mounted hand sanitiser near each lift entrance for customer use.

Hand Hygiene

- Please wash your hands regularly with soap and water for at least 20 seconds and use the wall-mounted hand sanitisers that are provided throughout the hotel. Always sanitise before entering our restaurant and bar areas.

Track and Trace

- In order to assist the NHS Track and Trace system, we encourage our customers to download the NHS app and scan our QR code on entry to the hotel. We will also be keeping a temporary record of all Customers for 21 days while adhering to GDPR. This information will be passed on to NHS Track and Trace should it be requested.

Keep Your Distance

- The current guidance stipulates a social distance of 2m or 1m+ where 2m is not possible. We have set our furniture and tables based on 2m where we can. However, we acknowledge that there will be times when customers and employees will need to be closer and that is why we have introduced additional measures to ensure safety, such as employees wearing face coverings and limiting interaction.

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Housekeeping

- A high emphasis of cleaning and sanitising has been applied to contact areas such as bedside tables, switches, sockets, phones, remotes, lights, handles, clothes hangers, hairdryers etc.
- Crockery, glassware and toiletries will be sanitised after each departure regardless of whether or not they have been used.
- Bottles of water will still be provided and replaced after every stay.
- We have removed magazines, note pads and pens but our complimentary online hotel application is there to provide our customers access to hotel information as well as newspapers & magazines during your stay.
- Towels and bed linen are cleaned by an external supplier and in line with the government guidelines provided.
- In order to limit the number of people in the room to the 1 Housekeeper required, your room will not be serviced during your stay unless you have authorised a time when this can happen. We will provide fresh towels and toiletries when requested.

Public Spaces

- The frequency of cleaning has increased in all public spaces with an emphasis on high contact points including door handles, cloakrooms, room keys, handrails, dining surfaces, buttons, seating areas etc.
- Wall-mounted, automatic, hand sanitiser units have been installed throughout the hotel for customer use.
- Please do not move the furniture as we have ensured that this has been arranged to adhere to social distancing rules at this time.
- Please be aware of the signs placed around the hotel in order to assist our customers in adhering to the government guidance.

Restaurant & Bar

- There will only be table service offered at this time. Once shown to your table we ask that all orders are placed with your visiting member of staff.
- Capacity has been limited in order to maintain physical distancing so bookings will therefore be required.
- We are only permitted to accept bookings of 2 households per table.
- All dining tables and surfaces will be sanitised before customer use.
- We encourage contactless transactions and card machine terminals will be assigned to a single team member and sanitised before customer use.
- Some menus will be single use and condiment sachets will be available. All non-disposable items and menus will be sanitised before customer use.
- Our service team will be wearing face coverings.
- Cutlery and napkins will be provided once your order has been taken.

Room Service

- Room service will still be provided at no extra cost although the service will be restricted to delivery to the bedroom door. All equipment will be sanitised prior to each use. We ask that guests place their trays outside of their rooms and notify Reception to arrange collection. We can offer in-room dining for some of the larger sea view rooms, please enquire at Reception.

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Kitchen

- We are proud of our 5 star food hygiene rating. New measures have been introduced to further increase safety such as all our chefs will be wearing the recommended PPE while preparing your food, and will work from set stations using their own utensils. Where the sharing of equipment is required, these will be sanitised before and after each use.

Cloakrooms

- We encourage all our residents to use their own bathroom wherever possible throughout their stay.
- We have installed non-touch sensors where possible to reduce contact points.

Check Out

- Reception will contact you prior to departure to encourage payment by phone and your invoice will be emailed.
- Card machines will be sanitised before use and our team will not touch guest payment cards.
- Key-cards can be deposited at Reception and will be sanitised.

Please respect the feelings and give consideration to other customers and employees.

We are all trying our best during a very difficult time.

If you have any questions or concerns, please contact a member of the team:

01253 739898 / welcome@cliftonarmslytham.com