

## OUR SEVEN-POINT PLAN

We've always been good at staying 'ship-shape' but we've adjusted to new ways of doing things so that our care is more visible than ever. We want to ensure that you have the time and space to be at your happiest. Helping you find these moments is, and always will be, at the heart of what we do.

We have published our Seven Point Plan to share our thinking and processes with you; if you have any questions, please pop us an email or give us a call.

### 1. Guidance and best practice

We're following all government guidelines and have been actively involved in scoping out industry best practice. Once confirmed, we'll complete all necessary assessments and certification to validate our policies.

### 2. Our people and partners

We'll ensure that everyone involved in our business is fully aware of and committed to keeping everyone safe. This includes:

- Every team member will be trained in new health and hygiene related procedures and their responsibility to guests and colleagues.
- We'll take all reasonable steps to follow the government's Covid-19 Secure Workplace Guidelines.

- We're communicating with key suppliers and partners, to ensure that their policies and systems relating to health and hygiene meet the highest standards.

### 3. Communication

We'll share as much information as possible to provide assurance and transparency:

- Our health and hygiene booklet will be available before we open.
- We'll provide additional information relating to health and hygiene in our pre-arrival communication.
- We'll call all guests before arrival to complete a simple 'Health Check' and confirm the details of their booking.
- New signage and focus points will be added across the hotel to promote hygiene and social distancing.

### 4. Cleaning

We have always insisted on the highest levels of cleaning, whether that be the areas you see, or the areas that you don't. This will continue. Higher usage areas will now be cleaned several times per day. Hand sanitiser will be available and visible at several points across the hotel, including all rooms and staff areas.

### 5. Social distancing

We will maximise our large communal and outdoor areas to create more space for guests, our function rooms will now become part of the restaurants. Where possible we'll promote a 'one way' guest flow to avoid pinch points in corridors. We will adhere to all capacity constraints.

## 6. Our Restaurants

We will take all necessary measures to reduce contact, ensure hygiene standards and social distancing. These include:

- We have always been passionate about breakfast and have never had a hot buffet. We will happily serve you at your table as always. When we are busy, we will request that you book a time slot to spread the flow. Breakfast will be available in several areas in the hotel, as well as in your bedroom.
- Dinner reservations will be staggered (as usual) to ensure social distancing and great service.
- Menus may be a bit shorter and will use the freshest ingredients. Menus will be available both electronically and on paper
- Tables will be positioned the required distance apart in all our restaurants, in line with the latest government guidelines.
- Delicious in-room picnics will be available.

## 7. Technology and Service

We have readdressed our approach to service and how technology supports it to provide the best possible safe experience. Examples include:

- Developing a new web tools which will enable guests to communicate with us before and during their stay. We deliberately haven't done an app so everyone can use it. Restaurant menus and general information will be available here.
- Redesigning our check-in arrival process, reducing paper, contact and speed.
- Implementing mobile ordering in our restaurants and bars.
- Taking card payments will be a strong preference, we may take cash in small bags but will not be able to provide change.

