

**Further to your booking with us we must ask you to read the following carefully. There is important information in this document that you must be aware of before your stay.**

## **COVID-19**

**You must not visit us if you have any of the following symptoms or have been in contact with someone who has exhibited these symptoms.**

Coronavirus disease (COVID-19) is an infectious disease. The coronavirus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes.

### **Symptoms and illness**

The main symptoms of coronavirus are:

- **high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least one of these symptoms. **If you have symptoms of coronavirus infection, however mild, you must not visit Orestone Manor. You also must not visit if you have been in close contact with someone who has developed these symptoms.**

Current NHS guidelines for checking symptoms and the requirements for self-isolation can be found here: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

### **Information you need to know before your stay with us**

Firstly thank you for your booking and for supporting us. We are a small independent family owned hotel and we very much look forward to welcoming you to the Orestone.

We ask you to be patient with us – service will be different and slower than usual so that that we can protect both yourselves and our staff while also adhering to the government's requirements for the hospitality sector. Our staff appreciate your understanding.

**We request that all guests continue to wear face masks or visors in public areas of the hotel, to protect other guests and our staff some of whom have not yet received their second COVID vaccinations. Our staff will still be wearing masks or visors.**

### **Restaurant Bookings and public areas**

**We are still adhering to social distancing in all public areas which has reduced the number of guests we can accommodate in our dining areas. For this reason we ask that you pre-book all meals including breakfast if you have not already done so.**

Breakfast (and your breakfast time) must be pre-booked by 6.30pm the evening prior. All other meals should be booked as soon as possible but well in advance to avoid disappointment as we cannot guarantee a table will be available unless pre-booked.

If your package includes dinner but you have not yet confirmed a time we will allocate you one on the day of your arrival based on the times that are left available.

Breakfast is served between 8.00-10.00 every day except Sunday when it is served from 8.30-10.00am. If this is not included in your stay it will be charged at £10 per person. Lunch is served between 12.00 and 14.00, afternoon tea from 14.00 until 16.00 and dinner from 19.00-21.00 (room service is available later). We can offer room service breakfast (please pre-order the night before), lunch, afternoon tea and dinner (dinner must be pre-ordered by 6.00pm). A tray charge of £5.00 will apply to all room service food. If you would like drinks in your room you might like to know we do not charge a tray charge for bar drinks. If you order room service our staff will knock on your door, set the tray outside your door and step back while you answer. Please note they will not enter the room. For tray collection please leave outside your door once finished with.

Food and drinks using your room tab must be signed for yourselves at the time of service or at the end of the meal. It is not possible for the Departures Receptionist to be able to adjust the bill on checkout. Any extras on unchecked bills will need to be paid on departure. You may contact the Hotel Manager later to sort out and explain problems if any.

### **Check – in and in-room services**

We appreciate that not all guests will want housekeeping staff in their room due to the increased risk from staff moving between rooms. We also have to ensure rooms are vacant before staff enter. For these reasons **please leave the housekeeping sign on the outside of your door handle if you would like the room serviced when you go out**. If this is not hung on the door our staff will not enter your room to housekeep it. This is usually done between 10am and 3pm but if you would like this at a specific time please ask at reception. This may not always be possible but we will endeavour to accommodate you.

If you do not want your room house kept but do require more supplies such as tea and coffee please contact reception for a top up.

In order to reduce the risk of transmission and help the environment some items have been taken out of the rooms but are available on request should you need them, such as irons, ironing boards, dressing gowns and slippers.

***Please note that all our bedrooms are non-smoking, and we respectfully request that you smoke in the designated areas.***

### **Other important information**

Check-out time is from 8am to 11.00am.

We are doing everything possible to manage the risk of transmission but please be aware that the only way to make sure there is no risk is not to enter public spaces.

Again, we thank you for your support and your understanding during these changing times.

