

# REOPENING THE WHITE HART

The White Hart is looking forward to welcoming guests back to the hotel on Saturday 4<sup>th</sup> July. We want you feel as safe at the hotel as you would at home.

We have put into place enhancements to our already high standards of cleanliness and hygiene. Further information of the actions we have taken can be found below.

## General Hotel Policies

- Hotel staff and guests are asked to observe at least 1m social distancing whilst in the hotel
- Sanitiser stations are available throughout public areas in the hotel
- Staff will be wearing PPE in line with government guidance, in addition guests will have access to PPE, if required (available on request & subject to a small charge)
- Frequent sanitising rota of high-use touch points including door handles & wiping down of all surfaces in communal areas

## Check in/Check out

- We will be introducing a contactless check in system with no need to sign registration cards and contactless payment taken where possible
- Sanitiser and wipes
- All keys will be sanitised prior to arrival, ready for check in
- All guests to be encouraged to provide an estimated arrival time to minimise over capacity on arrival
- Room bills can be provided contactless prior to check out, through email

## Housekeeping

- Each room will be sanitised on departure before deep cleaning.
- All decorative cushions and throws removed from room
- In room dining menus available through our app, if this is not possible for some guests, a disposable copy will be given
- High touch points will be sanitised such as tv remotes, switches, door handles
- All staff will be using correct PPE including mask & gloves for each room cleaned
- Refresh of linen and towels for stay over guests on request basis only

## Restaurants & Bars

- Bar and restaurants combined with all spaces available for dining or beverages, including our courtyard and function room
- Capacity of restaurants and bar reduced to allow at least 1m distance between tables

- Separate hand sanitising station for staff to be used before and after every table visit
- All serving staff allowed to wear masks
- Disposable menus discarded after use
- Our courtyard has socially distanced tables and will be available for al fresco dining
- Cutlery and condiments will be brought to the table after order

#### Staff

- Induction and ongoing training of Covid measures with all staff trained before resuming work
- Regular hand washing
- Provided PPE at the start of each shift