



Thank you for Choosing to Stay with us at the Stotfield Hotel  
We hope you enjoy your stay with us

Please Read Carefully the Following Guest Information we have compiled for you

#### **Face Masks / Face Coverings**

We kindly ask that all guests wear a face mask of covering whilst moving around the hotel's communal areas. Face Masks or Coverings are not required in Guest Bedrooms or when seated in the Restaurant or Lobby Areas. We thank you for your cooperation in this matter

#### **Social Distancing**

We are following the 2 Metre Social Distancing rule throughout the Hotel

Please be courteous to other guests when travelling around the hotel's common areas.

Floor Markings & Wall Signage will help guide you where necessary

Our Guest Toilets are limited to 2 guests at one time.

Please be additionally cautious when exiting your bedroom as other guests may be in the corridors

#### **Health & Hygiene**

Please Wash your Hands at regular intervals, and avail of the Sanitizing stations located around the hotel. In particular we request that you Sanitize your hands on entering the hotel.

Please DO NOT enter the hotel if you are exhibiting any COVID 19 Symptoms

A New or Persistent Cough

A High Temperature or Fever

A Change to or Loss of your Sense of Taste or Smell

In the event that you become unwell during your stay, please remain in your bedroom and contact reception on your bedroom telephone by dialing 0

You should then contact NHS INFORM online or by phone on 0800 028 2816.

We would ask that you then keep us informed of the advice that you receive and we will assist wherever we can.

Please do not mix with any other hotel guests or staff during this time.

We will try our best to ensure that you have everything you may need at that time whilst protecting our other guests and staff.

#### **Food & Beverage Operating Systems**

Our Lobby, Restaurant, Bar and Breakfast Room Tables  
have all be laid out at 2 Metre Intervals.

For all Meals in the hotel we are required to take a note of Contact Details, Table Number & Arrival and Departure times for Test & Protect purposes, should there be an outbreak of COVID 19, we would be asked to provide this information to the relevant tracing organization. We would only hold this information for 21 days, after this it will be securely disposed of.

#### **Breakfast**

Breakfast is Served on Weekdays from 7.30am to 9.30am and Weekends from 8am to 10am  
We are no longer permitted to use our breakfast buffet so all breakfasts will be served to your table  
Please complete your Pre Order form for Breakfast and return it to reception by 7.30pm the night before as this will greatly benefit the speed and efficiency of service whilst minimizing the amount of interaction required. When you arrive at the Restaurant, we will seat you and note your table number and details for Test & Protect purposes. We will deliver your breakfast on a tray to your table with all of your breakfast choices, freshly prepared hot food and drinks shortly after you are seated. If you would like to change your breakfast order for following day(s), please contact reception.  
Our staff will be on hand to assist with anything else that you may need.

#### **Dinner**

Dinner is served in our Restaurant daily 5pm – 9pm for Hotel Residents Only at this time.  
We kindly request that ALL dinner reservations are pre booked, as again we are required to note your Contact Details, Table Number & Arrival and Departure Times for Test & Protect Purposes. We also need to try to effectively manage the use of our tables to try to space out bookings and minimize any risks to our guests and staff.  
On Arrival at the Restaurant you will be shown to your table and presented with a Single Use Menu, and a sanitized pen. We would ask you to mark on the menu your choices, and there will also be space on the menu to provide any Test & Protect information in the unlikely event that we do not already have this for you.  
Your Food & Drink choices will all be served to your table along with Cutlery and Condiments. Alcohol is currently not permitted to be sold in our restaurant or public areas. We can however deliver Alcohol to your room as Room Service Only. Please do not mix in other guests bedrooms – One Household, One Room at all times under the current guidance.

#### **Other Information**

For your safety and the Safety of our Housekeeping team, we won't be able to service your bedroom during your stay. If you require anything such as fresh towels, Tea & Coffee etc please just let us know and we can get it replenished for you.  
It would be most helpful, if you could on the morning of your departure, you parcel up your used towels and any dirty linens, in order to try to limit the amount of contact for our housekeeping team  
Please keep your bedroom key with you at all times, only returning it to reception on check out.  
An Express Checkout Key Drop Box is available.  
Loss of your Bedroom Key will result in a charge of £25.00, so please keep it safely when you are away from the hotel.

In preparation for your departure, we will ensure that any outstanding accounts for your stay will be settled up on the evening prior to your departure, leaving you free to check out at your leisure. An email copy of your receipt will be sent to you.

Should you have any queries at all about anything please do not hesitate to ask a member of the team for assistance.

We would ask that you please bear with us whilst we all try to evolve in dealing with this often changing and regularly challenging situation for us all. We are here to help you enjoy your visit and if there is anything at all that you need during your stay please do not hesitate to ask. We may be socially distant but we still care

Thank you, Enjoy your Stay and Stay Safe  
From everyone in the team here at the Stotfield Hotel