

Matfen Hall

COVID - 19 POLICY

The safety and wellbeing of our guests and staff is of paramount importance to Matfen Hall. With that firmly in mind we would like to reassure you that we have taken the following additional steps to ensure your stay is a safe one.

GENERAL PRACTICES

- We will have hand sanitiser available at all key points throughout the business for guest use as well as for our team.
- All frequent-touch areas will be sanitised frequently, for example light switches and door handles.
- PPE will be provided for the team, including face masks.
- Literature will be removed from many parts of the building and instead will be available to be viewed via our website.
- Signage will be provided to encourage guests and staff to adhere to all government guidelines in terms of social distancing and hygiene.
- We have fitted additional screening at points that face-to face interaction is unavoidable; Reception, till points etc.
- All of our lounge and occasional seating will be appropriately distanced.
- Guests and our team will be encouraged to use stairs instead of the lift unless impractical.
- Our lift will be fully sanitised every hour.
- Contactless payment methods will be encouraged throughout the business.

ROOMS

- Guests will be required to check-in online or by phone prior to arrival thus minimising face-to-face contact and queueing.
- Bedroom keys will be ready for collection upon arrival from our newly created guest services desk.
- A follow up telephone call will be made once guests have comfortably settled in their room to explain the hotel facilities and confirm the specific requirements of their stay.
- Assistance with luggage will remain available but guests will be encouraged as far as possible to transport their own luggage where they are comfortably able to do so.
- All used guest bedroom linen will be appropriately quarantined before and after use.

- Where possible guest bedrooms will not be used on consecutive nights for different guests.
- Rooms will be fully cleaned and sanitised with enhanced industry standard cleaning materials as well as our sterilising fogger (which is a disinfectant misting machine).
- Significant additional cleaning time will be allocated to our housekeeping team for each guest bedroom.
- All in-room consumables will be available upon guest request so that we can ensure items are delivered freshly.
- Express checkout will be encouraged.

F O O D & B E V E R A G E

- Significant additional cleaning time will be allocated to the kitchen team and our food delivery team.
- Our Ozone and Fogging machine will be used in restaurants and bars overnight to ensure the areas are fully sanitised.
- All current social distancing guidelines will be fully adhered to.
- All breakfast items will be freshly prepared to order and delivered individually to each guest table.
- Reservations for Afternoon Tea and Dinner will be essential to enable a safe maximum number of guests are accommodated in each area.
- All of our menus will be available online as well as in a single use printed version.
- Our room service menu will be available to all guests with safe delivery and collection just outside guest bedrooms.
- Outdoor seating will be available and guests encouraged to enjoy our outdoor spaces where the great British weather allows.
- Our team will be fully committed to enhanced hygiene practices and use of PPE.
- Our team have received significant additional training in safe working practices.