



BIGGIN HALL

HOTEL & RESTAURANT

New Pre-arrival & Check-in Procedures

All guests will be contacted within 7 days prior to arrival by our reception team.

We will ask you a couple of simple 'Health Check' questions to ensure the safety of yourself, our other guests and our team members.

We will also confirm the details of your booking including address, contact details, email address, credit/debit card details and your preferred dining times for breakfast & dinner. Please advise us of any allergies or special requests at this point.

This will help us to shorten the check in procedure on arrival & get you quickly to your rooms, reducing the potential queuing time at our reception desk.

Our normal check in time is 3.00pm. This may, on occasions, be slightly later due to our new lengthier cleaning schedules.

On arrival at the property you will see that we have an abundance of free car parking. We ask you to respect social distancing in the car parks wherever possible.

With the current advice given by the Government Guidelines, we will perform a temperature check on all of our arriving guests.

Please sanitize your hands before entering the hotel reception. Sanitizer stations can be found outside the reception door & the front door entrances.

Check in will be controlled and socially distanced in our reception area which will have a screened desk. After completion of our reduced paperwork, you will then be directed to your room.

Luggage assistance will continue to be offered if required. Following social distancing protocol, we will deliver your luggage to as close as possible to your room.

New signage and focus points will be added across the hotel to promote hygiene and social distancing and we ask all guests to adhere to these procedures.

An extensive Welcome Letter will be found in your room with all the necessary information you will require during your stay with us.

We will endeavour to make your experience with us as comfortable as possible whilst complying to all the necessary protocol to ensure your safety.

We look forward to welcoming you to Biggin Hall Hotel.

Kind regards,

Andy
Operations Manager