

Our message to you.....

Our plan....

1.Guidance and industry best practice

We're following all government guidelines and have been actively involved in scoping out industry best practice in partnership with key tourism bodies. Once confirmed, we'll complete all necessary risk assessments plus health and safety requirements.

2. Our teams, supply chain and partners

We'll ensure that everyone involved in our business is fully aware of and committed to our ethos. This includes:

- Every team member will be trained in new health and hygiene related procedures and their responsibility to guests and colleagues.
- We'll take all reasonable steps to follow the government's Covid-19 Secure Workplace Guidelines.
- We're communicating with key suppliers and partners, to ensure that their policies and systems relating to health and hygiene meet industry standards.

3. Communication

We'll share as much information as possible to provide assurance and transparency:

- We'll update all our pre-arrival email communications to provide additional information relating to health and hygiene.
- We'll contact all guests seven days before arrival to complete a simple 'Health Check' and confirm the details of their booking.
- Check in will be controlled and socially distanced in our reception area which will have a screened desk & our guests will then be directed to their rooms.
- New signage and focus points will be added across the hotel to promote hygiene and social distancing.
- An extensive Welcome Letter will be in your room on arrival with all the necessary information you will require during your stay with us.

4.Cleaning

A new risk-based approach to cleaning will be implemented and all team members will be trained accordingly. Hand sanitiser will be available and visible at several points across the hotel, including all entrances, communal rooms and staff areas. Our housekeeping team will monitor all areas each day to keep everyone safe by cleansing public areas in particular all touch-points.

5. Social distancing

We will extend dining hours and require pre-booking of all meal times. We will be offering a range of dining areas – restaurant, library, glasshouses and conservatory. Room service will also be available if required. We will also provide our daily changing menu personalised directly to your room to allow for pre-orders. We will ensure each table in use is comfortably spaced. The lounge and bar will be open with guests expected to respect social distancing management by the team.

6. Capacity

We'll adhere to restrictions relating to hotel capacity and, while social distancing is required, our hotel restaurant, lounge, library, greenhouses and conservatory will have numbers restricted. Corridor usage will rely on the safe actions of all guests and staff.

7. Our restaurant & dining areas

We will take all necessary measures to reduce contact, ensure hygiene standards and social distancing. These include:

- Breakfast will now be full service and will require to be pre-ordered. We'll request that guests book a time slot to spread the flow. Breakfast can be taken in the restaurant, library, greenhouses and conservatory or in your room.
- Dinner reservations in the restaurant, library, greenhouses and conservatory will be managed to ensure social distancing.
- Tables in use will be positioned the required distance apart in all our dining areas, in line with the latest government guidelines.

8. Payments & Check out

We will be recommending that guests pay only via credit or debit card where possible.

- To prevent queues at reception, final bills will be delivered to guest rooms from 8am on the morning of departure for perusal and our reception team will call your room to take payment before our check out time of 11am.
- Credit / Debit card details of the card they wish to use to settle their bill will be taken on arrival for all guests. Any guest wishing to depart earlier than 8am will have the final balance taken from the supplied card details on the day of departure.

9. The future

We can't wait to welcome you back to the Peak District to enjoy the peace and tranquillity of Biggin Hall Country House Hotel & Restaurant.