



As you are already aware these are extremely strange and difficult times we are currently living in and I wanted to share with you some of the measures that are currently in place in our property to protect everyone from the Covid 19 Virus.

You will be provided with our Reception WhatsApp number and we would encourage you to call this from your phone for any food & beverage room service ordering and any other contact with Reception you may need. There is no charge to you for using this system.

1. **ROOM:** You will notice that certain items have been removed from the bedrooms to prevent any chance of possible contamination. These include some soft furnishings, guest information pack, pen, paper, laundry bag and some amenity items from the toiletries range.

You will find our Guest Directory and menus on our website www.newholmwoodhotel.co.uk or by scanning our QR code which is displayed around the property. Additional toiletries, laundry bag, tea, coffee etc. are available from reception upon request at any time.

2. **BREAKFAST / DINNER:**

To facilitate safe social distancing, we have reduced and spaced out our Restaurant tables and will also be using the Commodores Suite for additional eating depending how busy the hotel is.

a. You can order a "Grab & Go" breakfast either delivered to your room or collected from Reception. Please order before 9pm in the evening.

You can of course come down to enjoy your breakfast in the Restaurant. **We would ask for your patience at busy times please.**

b. **We would strongly recommend that you book a table and a time for Dinner as we are working with very limited seating. If you are intending to eat this can be done prior to arrival. We cannot guarantee having restaurant availability if you haven't made a reservation. If you are on a Dinner inclusive rate you will have a table reserved but we may ask you to be flexible with your booking time.**

Please note that our menus are slightly reduced compared to our normal offering. As our food is homemade it is currently not possible to offer the entire range, as we are unable to produce and keep everything fresh at this time.

Food availability times are also slightly different – these are stated on the menus, but please don't hesitate to contact Reception for clarification.

Further to the latest Government regulations, our Restaurant will close at **10PM**.

3. **BAR:** At present there will be no service at the bar. A full range of drinks can be delivered to your lounge or restaurant table by a Team Member.

Additionally, following the latest Government regulations, the Bar will close at **10PM** and no drinks may be consumed in public areas of the hotel after this time.

4. **HOUSEKEEPING:** There will be no servicing of your room during your stay unless you specifically request this. This is to minimise the number of people who enter your bedroom.

Anything you require in the way of additional toiletries, face cloths, tea, coffee etc. can be requested from Reception.

5. **GENERAL:** We would politely encourage guests to use the toilet facilities in their rooms and not to use the public toilets where possible.

IMPORTANT: It is now be mandatory to wear facemasks in public areas of the hotel.

We want to reassure you that these measures haven't been taken lightly and are purposely implemented for the protection of both your and our team's health and well-being.

They will constantly be reviewed and updated according to the latest information that is advised by the Government.

We are all looking forward to looking after you and will do our absolute utmost to ensure you have a safe, pleasant and enjoyable stay.

If you have any concerns or would like to discuss any of the above points please do not hesitate to contact me via Reception.

With kindest regards,

David Titley.

Business Director.