



HEVER CASTLE STAYS

Hever Castle Bed and Breakfast Covid-19 Statement

In line with government legislation, **Hever Castle Luxury Bed and Breakfast will be closed from Thursday 5th November until Thursday 3rd December**. During this time reception will be staffed seven days a week from 9am to 5.30pm. Should you wish to discuss an existing booking or check rates and availability for a new booking you can contact us by telephone on 01732 861 800 or email stay@hevercastle.co.uk.

We have taken our time and given it much thought as to how we can deliver to you a safe and seamless stay in line with the governments Covid-19 secure guidelines. Outlined below are a list of changes and adaptations that we have put in place to ensure a secure and relaxed environment for our guests and our staff.

In advance of your stay:

All hospitality staff will make a daily declaration that they have not been in contact within the last 14 days with someone who has had, or is suspected to have had Covid-19 or someone who has been required to self-isolate with suspected Covid-19

We will ask you to confirm an approximate time of arrival so that we can organise ourselves with check-ins and prepare for your arrival.

All bedrooms and public areas have been deep cleaned for our re-opening.

When possible, we will rotate bedroom usage to maximise the length of time that rooms are vacant between stays.

Bedroom cleaning routines have been scrutinised and developed to ensure a fail-safe cleaning procedure between each booking that will be adhered to by our housekeeping staff, all of whom have received training on these new procedures.

We will be carrying out regular disinfecting of high touch point surfaces in public areas.

The catering team who prepare and serve breakfast have also revisited and developed systems and procedures to be Covid-19 compliant both in the kitchen and in the delivery and receiving of food items from suppliers.

The Day Visitor Department has developed a Covid-19 compliant operation throughout the Estate. Further information can be found [here](#).

On arrival:

Our usual friendly welcome will be slightly compromised by social distance requirements however all guests will be met in the car park by one of our team, who will show you where to park. We ask that you wait in your car until we are able to lead you to reception. Our

normal offering of assistance with luggage will not be available so that we can minimise the handling of your own personal items and protect both you and our staff.

Once at reception, which has been adapted to incorporate a protective perspex shield, there will be a pen for you to take (and keep) to sign the registration form. Sanitiser will be available for you to use at reception.

You will be asked to declare that you (and anyone accompanying you) are Covid-19 symptom free and that none of you have been in contact within the last 14 days with someone who has had, or is suspected to have had Covid-19 or someone who has been required to self-isolate with suspected Covid-19.

You will then be escorted you to your bedroom, we will keep communication concise but to a minimum. We kindly ask that any questions you may have after check-in, you phone reception from your bedroom.

During your stay:

To maximise your safety, we have removed some items from the bedrooms including the Information Folders. There is a telephone in all of the bedrooms and we encourage you to call reception with any questions you may have.

We have removed the Service-en-Chambre leather bound refreshment boxes and replaced them with your own personalised refreshment tray. Should you need any items replenishing, please call reception and we will deliver it to your room.

We have also removed decorative cushions and bedspreads from the bedrooms.

There will be hand sanitiser in your bedroom and in public areas, we also encourage you to bring your own. We are not providing face masks but encourage you to bring your own if you wish to.

To maximise safety, The Billiards Room will be closed until further notice. The lounge, if available to Bed and Breakfast guests on the night of your stay, will be set with socially distanced seating. No newspapers, magazines or board games will be provided in the lounge.

We ask all guests to move around the wing with the same socially distancing care and respect that you would expect to receive from other guests. In some areas, signage will notify you of the direction to follow to get from A to B.

Should you wish to order any drinks to be taken either in your room or in the lounge or courtyard, we ask that you order these from your room using the telephone. We will bring these to your room and then you can then take them to where you wish to enjoy them.

We will not be accepting cash for the purchase of any items during your stay. Any items that are purchased from Hever Castle during your stay will be added to your account and will need to be paid for by card on your departure. Contactless payment is available.

For the safety of our staff, servicing of bedrooms for those guests that are staying more than one night will need to be arranged for a time when you are not going to be in your room. We ask that you notify us of a suitable time after breakfast and before 3pm.

Our usual levels of hospitality will sadly be compromised as we will not encourage staff to chat with guests (which they usually love to do) and we will not be able to hold doors open for you I'm afraid.

Our wonderful collection of wellington boots, umbrella's and torches will not be available for you to borrow. Please remember to pack your own should you feel you may need them.

Breakfast service:

In line with Government Guidelines we will be taking pre-orders for breakfast. This will not only help minimise contact between guests and staff but should also make for a more efficient and relaxed breakfast service.

A Breakfast Order Form (one per guest) will be in your bedroom and we ask that you leave them outside your bedroom door before 11pm for a member of our staff to collect.

Breakfast will be served in our Breakfast Room on socially distanced tables. If you are a returning guest, you will see that the appearance of our breakfast service has changed a little, for example, crockery, cutlery and condiments will be delivered to your table once you have been seated. Tables will have been pre-allocated to allow for us to get organised in advance and to maximise the opportunity for social distancing; for now, we are unable to offer guests a choice of table

And finally:

Should you fall ill during your stay we ask you to notify reception and remain in your room and inform us when you are ready to depart on the morning of check out so that we can clear the area of other guests.

The situation and official advice changes daily and we will continue to adapt our procedures accordingly. We remain committed to ensuring a safe and wonderful stay with us.

We wish you a safe journey and we are looking forward to seeing you soon.