



HEVER CASTLE STAYS

Medley Court at Hever Castle Covid-19 Statement

In line with government regulations, Medley Court will be open for bookings once again from Monday 12th April, for stays of one household only, up to eight guests in total. Subject to further reviews, we understand that bookings for more than one household will be permitted from Monday 17th May, but this will be confirmed in line with government announcements.

Please note that although the gardens will be open, the Castle will not open until Monday 17th May at the earliest, subject to further government regulations.

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:

The cottage has been deep cleaned for our re-opening.

We will ask you to confirm an approximate time of arrival to assist with a quick, contactless check in.

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 have removed some items such as bedspreads and cushions to limit high touch points however in order to preserve some of the aesthetics and niceties of a stay with us, such as books, we have left the decision as to whether you wish to touch/utilise such items to you.

The catering team who prepare and deliver the hamper 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 point you in the direction of the Medley Court driveway and inform you where the key is so that you can let yourselves in.

We will process the damage the deposit payment on the morning before you arrive rather than you having to come to reception. You will be contacted in advance of your stay to confirm payment card details.

During your stay:

To maximise your safety, we have removed some items from the cottage including the Information Folders.

Please call reception with any questions you may have rather than come to the Astor Wing reception, the phone is in the dining room.

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

There will be hand sanitiser in the cottage, 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.

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).

Please note until further notice we are operating as a cashless business across the Hever Castle Estate.

To note:

Should you fall ill during your stay we ask you to notify reception and remain in the cottage with your other guests and inform us when you are ready to depart on the morning of check out.

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