



HEVER CASTLE STAYS

Hever Castle Bed and Breakfast Covid-19 Statement

Whilst government covid restrictions have been lifted for the hospitality industry, Hever Castle will continue to prioritise presenting a covid-secure experience to our guests and whilst we feel confident in taking steps to start the return to a pre-covid environment, we plan to take a gradual approach to this.

In advance of your stay:

All hospitality staff will continue to 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

All bedrooms and public areas will continue to be deep cleaned.

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

The Day Visitor Department has developed a Covid-19 compliant operation throughout the Estate.

On arrival:

All guests will be met in the car park by one of our team, who will show you where to park. Our normal offering of assistance with luggage will still not be available so that we can minimise the handling of your own personal items and protect both you and our staff.

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.

We thank you for wearing a mask in public areas.

During your stay:

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, please bring your own and we encourage you to wear them inside when moving around the wing.

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.

Breakfast:

We ask that you use the breakfast order form to order any continental breakfast items you would like, however hot food orders will be taken at the breakfast tables.

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.

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