



COVID-19 PRECAUTIONS AND PREPARATIONS

Our Vision

To deliver a unique & memorable Art Deco experience within a safe environment. We want to provide all services to our guests as before, however, in line with new COVID-19 requirements social distancing measures will be in place in all common areas. We will continue to strive for the highest food safety quality and safety standards.

Team safety

- Temperature checks will be taken daily before commencing their shifts
- All team members will be required to social distance and wherever this is impossible for a short timeframe, will wear the required PPE to ensure that they are working in a safe working environment
- All team members will be required to wash their hands (or use hand sanitiser) as required
- All team members will be required to wear PPE as appropriate
- All team members will be required to stay at home if unwell
- All team members will be required to follow official guidance on self-isolating as required
- We have revisited the workflow of the operation to encourage social distancing

Guest expectations/General guidance

- You will be asked to complete a pre-arrival health questionnaire and return it prior to arrival
- In the unfortunate case that you display COVID-19 symptoms up to 14 days prior to arrival such as fever, cough, shortness of breath, or loss of taste and smell, we ask that you contact us and allow us to reschedule your stay
- Sanitisers in public areas will be available throughout the property, facemasks and gloves are available on request at reception
- Please respect the social distancing measures in place to other guests, staff and members of the public
- Please use your bedroom toilet rather than toilets in public areas
- We recommend using stairs, however, should you use the lift we would recommend that you sanitise prior and after its use
- We would request that you sanitise prior to you entering your bedroom
- We will not be accepting cash, credit card details will be required prior to arrival for your final bill to be charged accordingly
- Due to the COVID-19 restrictions currently in place, some of our activities, services and facilities are unfortunately limited or not available
- We reserve the right to restrict or limit service further if we feel that they pose an additional risk to its customers, the business and/or its team
- The hotel will operate a 'Bookings only' policy to ensure all of its customers' safety
- We operate to the COVID-19 Secure Guidelines and should you have any queries or feedback please speak to the Duty Manager
- You will be able to access further hotel information during your stay on our 'Burgh Island App'

Rooms

- Hygienic doorplates and pedal operated door openers have been installed in high touch areas
- Stayover cleans will only be completed when your indicated tassel (green for stayover clean, red for 'Do not disturb') is put outside your door and you have vacated your room
- All rooms have a cleaning and disinfection cleaning programme in place upon every guests' departure
- The bathroom amenities are individual bottles, please feel free to take any away that are partly used as they will be disposed of after you have departed

Food & Beverage

- We have reduced the number of tables in the dining rooms and expanded our outdoor spaces and food offerings, we require for you to pre-book all dining and tables will be pre-allocated, all dining areas are subject to availability
- The Ballroom will be offering a tasting menu and we require you do declare any dietary requirements a minimum of 48 hours prior to your arrival
- Over weekend stays, we request that you dine either Friday or Saturday in the Ballroom in order for us to allow other guests to have the opportunity to dine in the Ballroom also
- During any live entertainment in any of our restaurants and if dancing allows, then we ask you to respect the current social distancing measures in place
- We have suspended our breakfast buffet and have a full A la carte breakfast menu available
- The Pilchard Inn will offer a Takeaway service during the day and two dinner sittings, bookings are required
- We have expanded dining hours during higher occupancy periods wherever required
- We would encourage you to order room service as you wish, please check with us which rooms are more suitable for this; the room service menu will be available through out 'Burgh Island' App and place your order by calling reception
- We aim for single seatings only per dining, should this not be possible, then we have clear sanitising procedures of chairs available and the change of tablecloths
- All food & beverage consumption will be charged to your room payable upon departure to the card provided prior to check-in
- Single use menus will be in place across all food and beverage outlets as appropriate

Leisure facilities

- Should you use any of our public facilities such as the library, table tennis or snooker room, please let us know once you have vacated those, so we can appropriately sanitise any relevant areas
- Deckchairs and towels for the Mermaid pool are available upon request at reception

Transportation & Guest Services

- Your check in will be done in advance of your arrival a minimum of 2 days prior. We will take all relevant details so that your arrival will be seamless
- Should you not wish to use transportation for safety reasons, then we will arrange the transport of your luggage at minimum
- We provide transportation on arrival and departure, either by 4x4 vehicle or by sea tractor (subject to weather conditions)
- The number of passengers has been reduced to provide a safe environment and facemasks and sanitisers are available
- In the 4x4 vehicles we require you to sit in the back seats to maximise the social distance; you are encouraged to hand sanitiser and wear facemasks provided
- Books, games and DVDs will be available from reception upon request to ensure sanitising throughout

Our Business Partners

- We will be receiving visitors and contractors to site by appointment in advance only
- Deliveries will only be received in designated areas with the staff handling items using appropriate PPE