

Covid-19 Visitor Policy

With the safety of our staff and guests paramount as the world continues to battle the Covid-19 pandemic The Gwbert Hotel & Flat Rock Bistro's procedures for handling deliveries and site visits have changed. We respectfully request that you respect the actions and provisions adopted:

Please do not travel to the hotel if you are displaying symptoms of Coronavirus. The main symptoms being high temperature, new and continuous cough or a loss or change to your sense of smell or taste.

Deliveries

These deliveries should only be made through the Side Door to the Kitchen.

These doors will remain closed at all times. Do not approach the doors if you see another person there.

When the doors are clear, and observing social distancing measures at all times, enter through the side door and fill in the form hanging up on the inside of the door upon arrival.

Observing social distancing measures at all times, please leave the delivery items along with the necessary paperwork in the designated area for Kitchen Deliveries (in the pot wash area, space provided).

Do not enter the kitchen properly.

Exit back out through the Side Door. There is a hand sanitizer station situated near the door for you to utilise prior to touching the handle.



Dray - Drink Deliveries

Observing social distancing, hand hygiene and respiratory hygiene measures, please enter through the hotel's main entrance and report to Reception. Leave deliveries in vehicle.

You will be asked to fill out a form so please bring your own pen.

You will then be provided access to the Side Door to drop off deliveries in the Cellar and Pool Room.



Contractors

Observing social distancing, hand hygiene and respiratory hygiene measures, please enter through the hotel's main entrance and report to Reception.

In addition to signing the visitor book and reading the advice included there, you will also be asked to complete a Covid-19 Visitor Questionnaire for Track & Trace purposes. Please bring your own pen.

Remain at Reception (away from the main desk) until your contact meets you. No matter how familiar you may be with the hotel, please do not leave Reception without your contact.

When completing your work, please stay in the area where you are designated - do not wander the hotel. When your work is over, please do not leave the hotel without reporting back to your staff contact.

