

# Covid-19 Guest Policy

The Gwbert Hotel & Bistro is committed to providing as comfortable hospitality as possible, as safely as possible with the safety of our staff and guests a priority as the world continues to battle the Covid-19 pandemic.

Actions and provisions adopted by The Gwbert Hotel & Flat Rock Bistro are detailed below and we respectfully request that you read and support our actions:

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## Reservation and Before Arrival

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No more than six people from an extended household will be allowed to meet within the hotel. This rule does not apply to children aged 11 and under.



When making a reservation, payment card details must be provided and the first night's accommodation will be charged upon booking. This deposit payment is not refundable.



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.

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## Staffing



Our staff are fully trained on the basic protective measures against Covid-19, such as hand hygiene, physical distancing and respiratory hygiene as well as the signs and symptoms of the disease and on all new or revised procedural policies within the Covid-19 Action Plan.



Our staff are provided with Personal Protective Equipment such as facemasks, gloves and aprons for the execution of their duties, and all enhanced cleaning and sanitation recommendations are observed including the increased use of disposable cleaning materials, increased cleaning and disinfection measures and enhanced operating procedures for waste management.



Staff are scheduled in fixed teams to limit the number of people they come in contact with and have staggered shift start, end and break times to reduce congestion in staff areas. Job and location rotation within the hotel is kept to a minimum

## Check In/Out and Public Areas

A protection screen has been erected at Reception to enable better social distancing without the need of masks.

Check-in time remains from 2pm on the day of your arrival.

Please visit Reception, observing social distancing measures at all times to complete your Registration Form and collect your room key.

Check-out time remains at 11:00am on the day of your departure. Due to the current situation early check-ins and late check-outs are not available.



Payment card details will be kept on your Reservation and we encourage charging purchases to your room to avoid cross contamination opportunities when cash handling. A copy of your invoice will be sent to you via e-mail during your last night's stay and the corresponding charges will be made to the card on file the following morning. Please contact Reception before 11:00am on the morning of departure if your invoice is incorrect in any way.



Return your key to Reception to avoid any charges.



A protection screen has been erected at Reception to enable better social distancing without the need of masks.



Compulsory face coverings must be worn and can only be removed when sat at your table or you are within your bedroom. Should you need to leave your table or bedroom you will be required to wear your face covering.



Please abide by current Welsh Assembly Government social distancing measures at all times. Please only enter the lift when empty and keep away from the doors to allow safe exit from lift.



Units dispensing sanitising gel are installed across the hotel (front and back of house) and we ask that these are regularly used.



For public area washrooms, a queue system is in place so please allow yourself enough time, following the one-way system and only entering when the washroom area is vacant.

## Dining

The Flat Rock Bistro is serving Breakfast, Lunch and Dinner. The following provisions have been introduced to provide as safe an environment as possible and we kindly request that you continue to observe Social Distancing, Hand Hygiene and Respiratory Hygiene measures at all times:

Please visit our website to view our menus.

### General

Compulsory face coverings must be worn and can only be removed when sat at your table. Should you need to leave your table you will be required to wear your face covering.

Tables and chairs have been carefully placed at safe intervals – please do not rearrange and remain at the table allocated.

Please adhere to the one-way system established throughout the dining area.

Sachets and individually packaged food items will be used wherever possible to lessen the risk of cross contamination.

Single use menus will be in operation to avoid cross contamination. Place mats, settings and condiments have also been removed from tables with cutlery rolls offered instead.

For track and trace purposes, non-residents are required to register upon arrival by completing a simple form.

Orders will be taken at the table only to avoid congestion at the bar and guests dining on the terrace will be required to pay as the order.

In order to accommodate all of our guests despite social distancing measures, The Conservatory, Restaurant and Bar will be made available according to demand. Tables by the window cannot be guaranteed and will be sat as available.



### Breakfast

Served Monday – Friday from 7:30 – 9:30am and 8 – 10am Saturday, Sunday and Bank Holidays.

Upon arrival you will be allocated a table and called to the Continental Buffet Station in turn.

Hot drinks and cooked breakfast items will be served to your table.



### Lunch

Our Lunch Menu from Monday to Saturday offers a range of dining options from light bites to more substantial meals.

Sunday the 9th August will see the re-introduction of our Sunday Lunch Menu which will offer traditional Sunday Roast Meals as well as a selection of other options.

Reservations are essential to avoid disappointment.



## Dinner



Available from 6 – 9pm daily, our Dinner Menu is offered alongside Daily Chef Specials.

Reservations are essential to avoid disappointment.

Guests staying on a Dinner, Bed & Breakfast package have a £20 allowance towards starter and main course; desserts and coffee are included in the package.

## Room Service



Dining in your room is offered as an alternative to the dining area between the hours of 6 – 8:30pm.

A £5 tray charge is levied upon all Room Service orders.

Your meal trays will be brought to your door, but different from customary procedure, the server will knock and leave your tray outside.

For tray collection please leave your tray outside your bedroom door.

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## Housekeeping



Housekeeping teams will be delivering a new 10 step, high touch cleaning programme in every room after check-out. These principles will also be adhered to across the hotel's public areas.



Bedrooms are serviced automatically on a daily basis during your stay. Should you not want this service please place the 'Do not disturb' sign on your door. Please note however, in the interest of guest and staff welfare, rooms will only be serviced when unoccupied.



Do not place glass in bins, please place alongside.



We have temporarily removed non-essential high tactile items such as throws and cushions to reduce cross contamination opportunity. We have also reduced the number of pillows on the beds - should you require another pillow, please ask.



The Guest Information Directories normally found in each bedroom have temporarily changed format. Rather than keep a directory in the bedroom for everyone to use we will now give each guests a booklet version upon check-in for you to discard after your stay. These booklets include increased information on local beaches, walking and cycling routes and outdoor activities less affected by Covid-19 restrictions.

## Pets



At The Gwbert Hotel we allow pets in a limited number of our bedrooms. This is subject to availability and prior approval by the hotel and, unfortunately, we are unable to provide special consideration for guests who arrive at the hotel within their pet without prior arrangement. There is also an additional charge for this.



Please be aware that, although pets are tolerated in our bedrooms, they are not permitted in the public areas of the hotel including the restaurant and bar. We also ask that all dogs are kept on a lead at all times with the hotel and its grounds.

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## Deposits and Cancellations

\*\*Please note that if you have made your reservation through a third party, such as Booking.com, Expedia, the deposit or/and cancellation terms sent to you by them supersede those stated below.\*\*



All bookings must be guaranteed with a credit or debit card. A non-refundable deposit to the value of the first night stay will be deducted from your card at the time of booking. Any outstanding balance is payable on departure from the hotel. Any charges left outstanding after departure will be charged to the credit or debit card on your booking.



We will keep your deposit for three months for a future booking at the company's discretion providing you cancel more than 72 hours before arrival, excluding all bank holidays including Christmas and New Year. Cancellations made on the day of arrival will incur a charge for the first night's stay. Failure to cancel your booking will result in full payment being charged to the debit/credit card used to secure the reservation.



For Bank Holiday, Christmas and New Years Eve bookings, separate deposit and cancellation terms may apply.



We strongly recommend that you have appropriate travel insurance in place should you need to cancel as no refunds are give under any circumstances.



Should The Gwbert Hotel & Flat Rock Bistro be unable to fulfil the service booked, a hotel gift voucher to the value of payments made or alternative dates will be offered.

All terms and conditions correct at the time of publication. Edition 6 - 11.09.2020

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## Thank You



Thank you for your continued support in these difficult times; we wish you the best of health and happiness and hope that you enjoy your stay at The Gwbert Hotel & Flat Rock Bistro.