



Covid-19 Protocol

(This document is constantly under review and subject to changes in the governments guidelines)

GUESTS: On arrival all guests will be asked to scan the QR code to register with the NHS App. We also ask that you wrist scan to confirm your temperature is below 37.3, unfortunately if your temperature is above this you will not be admitted to the hotel. All guests will be requested to wear face masks on arrival, in the corridors and reception area in line with new guidance announced, while in the dining room, lounges and bar area face masks will not be required.

STAFF: Each team member will be temperature checked on arrival and told to go home if they feel unwell. Full training is given on personal hygiene, hand washing, new departmental procedures and correct guest interaction. Face Masks will be worn by all staff front of house and in the dining room.

Physical distancing guidelines must be adhered to by both guests and the Gravetye team.

Increase levels of cleaning and disinfecting around the hotel, throughout the day.

Open windows to allow air circulation as much as possible.

Hand Sanitisers available throughout the hotel.

All keys to be sanitised. Guest encouraged to keep their key with them during their stay.

All guest bedrooms will be sanitised by Ozone prior to arrival.

Room fridge to be emptied after each visit and thoroughly sanitised.

We have plenty of room so our tables are well spaced out in the lounges and dining room.

Special attention to food safety by the F&B team. We will be managing 1m plus in the dining room. By doing so we will aim to give a comprehensive service.

Pre- settled checkout to avoid queuing at reception.

If you have any other concerns please contact us directly.

Andrew Thomason -

Managing Director