



COVID SAFE

• PARK FARM HOTEL •

You can relax knowing we have taken every precaution to ensure your safety and wellbeing during your stay. We have made changes to the way we operate in all areas of the hotel.

General

- Frequent sanitising of touch points around all areas.
- All staff are temperature checked before starting their shift.
- We are asking all guests and staff to observe social distancing rules.
- All areas of the hotel have been sprayed with an anti viral coating. Used on the London Underground, Co-Op and Morrisons, it provides peace of mind that the virus cannot survive on surfaces.
- Where possible, please use the bathrooms in your bedroom instead of public bathrooms.

Reception

- There are hand sanitiser dispensers present at each entry/exit.
- Perspex screens, social distancing markers and staff PPE will be in use in reception.
- Self check-in will be offered before you arrive. You will receive a payment link and a digital guest directory via email.
- We will only be carrying luggage to rooms if you are unable to yourself. We will not enter your room, but your luggage will be left outside the door for you.
- All room keys will be sanitised thoroughly.
- If you are unable to pre-pay, please use a debit/credit card where possible. Contactless payments are preferred.
- Express checkout. Please leave your key in the drop box at reception. We will email you your invoice to the email address provided with your booking.

Housekeeping

- Bedrooms have all been micron coated to ensure Coronavirus cannot survive on any surfaces.
- Rooms will not be serviced daily - If you require extras items such as tea and coffee, towels or extra pillows during your stay please contact Reception. All non essential items such as cushions and throws have been removed from your room.
- All linen is professionally laundered at a high temperature to guarantee the sheets are fresh and sanitised.
- Antiviral Disinfectant is used to clean all surfaces in your room and extra attention is given to all high touch points.

Bar and Restaurant

- Our restaurant and kitchen have been micron coated to ensure Coronavirus cannot survive on any surfaces.
- We are only offering table service.
- View our menu, order and pay for food and drinks from your table, via our website or app.
- Cutlery and condiments will be brought to the table with your food.
- Windows and doors will be left open where possible to increase fresh air flow. Outdoor dining will be encouraged.
- Cutlery is washed at 70 degrees and sealed before use.
- A reduced menu will be offered to ensure minimal food handling.
- The breakfast buffet will no longer be offered, all meals will be plated and brought to your table.
- All tables will be socially distanced.
- Tables will be cleaned with an antiviral disinfectant between uses.
- Perspex screens, social distancing markers and PPE will be in use in food service areas.