



Hotel Corona Virus Safety Policy

Our aim is to offer a safe, hygienic environment whilst retaining the warmth of hospitality the Fox & Hounds is so well known for and to allow our guests to truly relax. We want you to be reassured about the steps staff are taking to ensure their own, and your, safety at all times and to still offer our usual great service during your break. These are just some of the steps we will be taking when the hotel reopens for business.

- Hourly 'wipe throughs' of all surfaces that are frequently touched by guests and staff with anti-bacterial spray. Continual sanitizing of all objects front and back of house and restrooms. Sanitiser will be available for guest's use at key points in the hotel.
- All non-essential items will be removed from rooms and communal areas that are not normally replaced with daily cleaning such as room phones, information books, shared books, stationary, magazines, doggie items, leaflets etc. If you prefer to bring your own hangers let us know
- Housekeeping will thoroughly disinfect every item in rooms on departure including soft furnishings, toiletries, tea tray items and sockets/switches/handles.
- You may opt out of daily housekeeping if you prefer no staff enter your room however staff will wear appropriate PPE for their duties.
- Early check in/late check out may not be possible to fully execute our cleaning policy detailed above.
- Staff will have their temperatures recorded at the start of each shift so anyone showing early signs of being unwell can return home to isolation.
- Masks and gloves will be used back of house and when social distancing is difficult however unless Government advice changes the wearing of masks front of house will be up to the individual member of staff.
- There will be markers for safe distancing at reception to collect your key.
- Check out bills can be pushed under your door however as contactless payments only go up to £45 maximum you will be required to use the card machine at the desk to settle your account. If you prefer your card can be charged without your presence required but you will need to sign a copy of your bill agreeing to the total amount payable before departure please.
- A selection of walks can be emailed to you as the leaflets have been removed – please request this specifically on arrival
- Staff will no longer be permitted to collect newspapers for guests or assist with luggage.
- If there is maintenance issue please vacate the room at the appropriate time for staff to safely enter.

We have also made changes to the way food and beverages are ordered and served during your stay. Below we have highlighted some of the changes.

- Breakfast will need to be pre-ordered the night before using the form in your room and will be offered as room service (left outside your door) or collected from the designated point if you prefer.
- Packed lunches are available to collect each morning if required subject to the charge stated on the form in your room. Forms need to be handed in to reception before 9am please.
- Dinner can be ordered for room service (tray and stand will be provided and the meal left outside your door) or served at designated slots in designated areas of the hotel to maintain social distancing. Staff will deliver your dishes to a designated point for collection or you may vacate the table for your food to arrive or be cleared.
- Kindly note the hotel will be on reduced staff during this time so there may occasionally be delays in clearing/serving to all the different areas of the hotel and you may not be able to dine at your exact time preferred.
- Our new menu has been designed to allow minimal trips for serving and provide a substantial meal.
- Cream teas are also available to purchase from 12-5 daily as room service however this must be pre-ordered.
- You may eat outside if you wish and as always pets are welcome in the lounges but not the main restaurant please.
- Drinks can be ordered with meals via the form in your room, at the bar from the designated area or you can phone the hotel on 01769 580345 (as the room telephones are now removed unless you request a handset).

Guests MUST ensure they do not put staff at risk by respecting the social distancing rules and please inform us immediately if you witness anything that causes concern or if you begin to have any symptoms.

If you would prefer a completely contactless experience that is absolutely fine, just let us know before you arrive so we can give you all the information you may need before you arrive.

Thank you for your understanding and co-operation.

Tara & Nick Culverhouse and all the Fox Team