

## **Welcoming you back to the Regency Park Hotel**

Before we closed our doors when lockdown was announced, we'd already made some significant changes to the way we were doing certain aspects of our daily tasks to keep the hotel safe & clean. While we were closed, we worked hard to ensure that everything we offer, has been reviewed and revised so that we can make certain that when we offer this to you, it can be done so not only with exceptional service, but also, and perhaps most importantly, safely.

We are delighted that we were able to reopen at the beginning of July fully (with a few minor exceptions in line with Government guidelines)

However we will be constantly monitoring the COVID 19 situation and any developments in the Government's guidance. We are committed to continuing to do all that we can, to ensure that we are and will continue to be Covid-19 safe and secure.

We are looking forward to your next visit to the Regency Park and are delighted to share with you some more information about what you can expect when you visit us next.

The Government has recently announced that it is now law that face masks or face coverings in public areas, this includes hotels. We will therefore need to ask you to wear a mask in all hotel & leisure club public areas. The masks/face coverings can be removed in the bar & restaurant as well as the gym and pool.

## **Our coronavirus hygiene & safety measures**

We are working hard to ensure we deliver a quality but safe experience for all our guests. Some of our measures include; pre-arrival check-in and registration, social distancing throughout the hotel, in-room dining at no extra cost, and consistent cleanliness, hygiene and safe food handling using coronavirus-effective products and processes.

## **Our Guest Promise**

Our guests will know and have come to expect, that exceptional service, pristine housekeeping, hygiene and safety have always been amongst our values at the Regency Park and delivering these consistently is part of our commitment on a daily basis.

We confirm that we have complied with the 'Covid-19 Secure guidance on managing the risk of Covid-19. Due to the changing nature of the situation and therefore the guidance that will arise as a result, our procedures and operations will be constantly reviewed and updated where necessary.

The information that we're sharing with you about how we will operate might need to change and therefore this will be subject to review and change without notice. We are asking for the support and assistance of our guests in this new environment so that we can manage the Covid-19 health crisis and ensure that our guests and hotel team can feel safe and comfortable.

## **What you as guests can do to help:**

If at any time that you or someone in your household or 'bubble' experience Covid-19 symptoms such as high temperature, new continuous cough or change to your sense of taste & smell, please follow the UK Government guidelines and advice ([www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)). If this is the case, then please contact us and we will reschedule your stay to another time

For anyone arriving in the UK from overseas within 14 days prior to your intended date of arrival at the hotel then please contact us ahead of your arrival to discuss your reservation

Please either email [reservations@regencyparkhotel.co.uk](mailto:reservations@regencyparkhotel.co.uk) or call on 01635 871555 option 1.

## **Our Team**

To further give you additional confidence we are sharing our team procedures and as well as some information about the training that will be ongoing before we open and afterwards

- All team members will be required to stay at home if they're unwell and must follow official PHE guidance on self-isolating as required
- Our team will have their temperature checked when they arrive at work
- All team members are taught from day one to follow a clinical standard handwashing routine (we've always done this and it's part of our standards and staff are required to follow this every time  
We have signed up to a 'prevent Covid-19' online course and exam and all team members will complete this prior to our reopening. This will help ensure that they are implementing our enhanced cleaning and disinfection protocols across all areas of our operation
- Back of house we have the same enhanced cleanliness standards as we have in our guest and public areas and we've introduced new social distancing requirements for all employees in all areas
- The Hotel management team will be responsible for the implementation of all of these procedures and will be pleased to assist with any questions or queries. If at any time during your stay or visit to our hotel please ask for the Duty Manager and they will be able to answer your questions.

## **If someone becomes ill or displays signs of Coronavirus**

We introduced stringent procedures at the start of the epidemic and have guidelines for staff across the hotel's operation. In the unfortunate situation that a guest at our hotel may display symptoms of COVID-19; we can confirm that we have implemented clear, documented procedures that will be followed in that situation, to protect the wellbeing of other guests and our team.

We would ask any guest that thinks they may have the symptoms of Covid-19 to follow the PHE guidelines.

## **Arrival at the Hotel**

When you arrive at the hotel reception may look a little different to what you've experienced before, we have implemented a social distanced check-in/reception procedure.

We will contact you ahead of your arrival day to ask if you can give an estimated arrival time so that we can make sure that check-in is as swift as possible. Please be assured that at every step of our check in process we are making every effort to make this as seamless and touch free as possible.

We do have safety screens at reception now but we will still welcome you to our hotel with a big hello and a smile.

There are social distance markers on the floor for you to follow and we would ask that only one guest (or one room) takes the lift at all times.

Also we would ask that you are aware of other guests on the stairs and hallways when moving around the hotel.

Please ensure that you wear a face mask or face covering in the public areas of the hotel and leisure club.

## **Your Room**

To make your stay with us safe and hygienic, Regency Park Hotel works with professional disinfectants, certified according to European Standard EN14476.

We also follow the procedures given to us by Diversey, a global leader in cleaning and hygiene solutions. This makes us confident to welcome you in a secure space, in line with the recommendations of the WHO and the European Centre for Disease Prevention and Control.

Our housekeeping teams will be delivering a new 10 step high touch cleaning programme in every room after check out. We will endeavour to allow a minimum of 24 hours between the last guest leaving and your arrival

All non-essential items including some decorative, soft furnishings have been removed from our rooms to help reduce risk. In light of the current situation rooms will only be serviced on your departure.

Replenishment of towels, linen and anything else you need will be available on request; this will help ensure no-one enters your room unless requested. These will be left bagged outside your door.

## Dining

We will open with a room service food offering. There are no tray charges for room service. Please call the number from your room, we will then let you know how long this will be and when we deliver the tray we will leave it outside your room rather than coming inside.

Our restaurants, bar and lounge areas have been reconfigured to take into account social distancing guidelines

We do have some outside seating areas as well where you can enjoy food in a socially distanced environment please ask if you'd like to see where you can eat outside (UK weather permitting of course)

Our breakfast option initially is being replaced with an alternative takeaway or room service option. Breakfast will be available from 7am until 8.30am Monday to Friday and 8am until 9.30am Saturday and Sunday. Dinner will be available from 6pm – 8.30pm.

We will be looking to introduce more options for dining in the next few months.

## Moving around the hotel

During your stay we ask that you are mindful of the social distancing requirements in line with Government guidelines

We will have sanitising stations around the hotel so that you can use these whenever required

We are in the process of gaining the 'AA Sign of Confidence' accreditation to provide added confidence for your future stay with us. This means that the smallest details will have been looked at and taken care of in the safest fashion to allow us to reopen our doors will be assessed and accredited independently.

## Leisure

We reopened our health club on Saturday 25th July 2020 and look forward to welcoming our members, and hotel guests to the club. The club will be reopen in line with the Government guidelines. Hotel residents are very welcome to use the Leisure Club but please check with reception on arrival about how to use the club during your stay. There is now a booking process in operation and all usage times must be pre booked prior to arriving at the club. The sauna and steam room remain closed in line with Government guidelines. Facemasks or coverings must be worn in indoor public areas but can be removed in the gym and pool.

## Departure

On your departure day we will also be offering an express check out service if you'd prefer to check out this way.

Please visit our website [www.regencyparkhotel.co.uk](http://www.regencyparkhotel.co.uk) and you will find details of our latest offers and you can pre book your next stay with us online!

E: [info@regencyparkhotel.co.uk](mailto:info@regencyparkhotel.co.uk) T: 01635 871555