

COVID Guest Experience

- Thank you for choosing to stay at the Empire Hotel. We very much look forward to welcoming you and wanted to inform you of some of the on going procedures and protocols to make your stay with us as safe and comfortable as possible - above and beyond our usual requirements. Our aim is to provide a safe yet still welcoming guest experience and retain the spirit of the Empire.
- Our ultimate aim is to keep you our customer's safe, our staff safe and our wider community safe.
- PRE- ARRIVAL - If you feel unwell or have Covid 19 symptoms before you get to the hotel you are able to cancel with no penalty until 11am on the day of arrival.
- CAR PARKING - please park in any of the hotel car parks to either side and rear of property. If you plan not to use your car during your stay please park so you can be blocked by another car. If you have 2 cars in your party please block each other in. Double spaces will be reserved for people in multiple cars that can organise own car moving. We will be using all car spaces but aiming to minimise staff moving cars as much as possible.
- ARRIVAL- Mask use will be as per government guidelines or customer preference, staff will be wearing masks, unless restriction is eased.
- LUGGAGE- Please leave luggage in your car until your room is ready. We can provide assistance with luggage and porter will take from car to outside of room – he will maintain distance and not enter room wherever possible.
- CONTACTLESS CHECK IN – We are awaiting a self check-in Kiosk at reception and until that time we will have key cards ready for quick pick up if you have already completed your check in online. We hope to have phone check in at a later date also. You can , if you prefer, check in with Reception and we will give you a plastic key card (Disinfected between uses) Reception has plexiglass screens for staff and customer benefit.
- ROOM - We are making some modifications to room amenities - no sherry in the room but on request in the bar. Extra and enhanced cleaning in place.
- POOL - only open if permitted by government . If we are able then usual times from 7.00 am to 9.30 pm and with social distancing observed. Sauna, steam room and spa bath will be in operation as per government guidelines and if permitted .
- Gym in operation with distancing measures, please use sanitising spray pre and post use. Changing rooms/pool toilets will be closed, kindly use facilities in your room and come changed and in your robe.
- RESTAURANT – BREAKFAST- from 7.30 am to 10.00 am Monday to Friday and 8.00 am to 10.30 am weekends. We may have some buffet at breakfast and to be decided. As we will not be using all tables in order to adhere to social distancing guidelines there could be a delay between 9.15 am and 10.00 am. We apologise for any delay
- TABLE SIZE - Maximum party size is now 2 households and under so all tables will be no more than that size. (Unless with a carer or from one household. It will change as restrictions ease.
- DINNER from 5.30 pm to 8.30 pm last tables daily and tables as above,, there may be a delay between 7.15 pm and 8.00 pm and guests can take a seat in lounge if a wait.
- We will not take bookings for time slots at the moment but we would request some guests to come early (5.30/6.00 pm) or later (8.00/8.30 pm) to help stagger service.

BAR/LOUNGE- No service at the bar itself and table service only. All charges to room or contactless card payment- no cash payments – no signatures required.

ENTERTAINMENT- Awaiting update on this

CONTACTLESS CHECK-OUT- Your bill will be sent by email or self service guest portal or copy put under your door the morning of departure, one copy for yourselves and one copy to be signed and dropped in box at Reception. Payment will be taken off card given for balance of account. If you have any queries about the bill kindly contact by dialling 0 or visit Reception.

PPE- We will use PPE as per government instructions and staff will be using face covering/mask in all customer facing areas if required.

- FACE MASKS - if still required for all guests in all public areas, Visors/face shields are not encouraged as are not as effective as a face covering.
- CANCELLATION -You may cancel your room with no penalty up until 11am on the day of arrival this is not only for your peace of mind but also for the safety of other guests and staff as we would encourage you to cancel if you feel unwell or experiencing symptoms.
- COVID-19- If you become unwell during your stay with us you will be asked to leave as soon as possible and without further contact with guests and staff in order to self-isolate at home.
- SANITISER- hand sanitising stations around the hotel and at front and rear main entrances, entrances to all public areas and in lift and other points of the hotel.
- SOCIAL DISTANCING- in effect throughout hotel with capped number of rooms sold and tables spaced in restaurants.
- CONTROLLED ACCESS- all customers to provide name and telephone number and proof of name with credit/debit card for Track & Trace purposes and groups over 6 with adults may need to provide additional proof of same household address
- We would ask guests to respect the social distance and hygiene requirements throughout the hotel. As you can appreciate, this is a very fluid situation and our procedures are under constant review and are updated as government guidelines change. The Empire remains committed as always to ensuring you have a relaxing and enjoyable stay as possible.

Elyse & Michael Waddy, Len & Elizabeth Maddocks and Empire team