

COVID Pre- Arrival letter EMPIRE guest

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 ongoing protocols to make your stay with us as safe and comfortable as possible.

Our ultimate aim is to keep you our customers and our staff safe .

CANCELLATION- You may cancel your room with no penalty up until 11.00 am on the day of arrival- not only for your peace of mind but also not to discourage you from doing so if you feel unwell or experience COVID symptoms. If you become unwell at the hotel you will be asked to return home to self-isolate.

ARRIVAL- CAR PARKING- Please park in any of the hotel car parks to either side and rear of property. We will reserve double spaces for groups with multiple cars so as to minimise staff moving cars. We will need to make use of all available spaces. Sanitising stations at entrances.

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.

CONTACTLESS CHECK IN – Please use link on email confirmation to access guest portal for self check-in. We will have keys ready for quick pick up at reception.

You can, if you prefer, check in with Reception and we will give you a plastic key card (which will be disinfected between uses)

ROOMS- We are making some modifications to room amenities. No sherry in room but available on request in the bar/lounge. Extra and enhanced cleaning is in place .

POOL- If we are able then usual times from 7.00 am to 9.30 pm and with social distancing observed. Sauna will be in operation if permitted and use sanitising spray pre and post use. Gym in operation with distancing measures and uses sanitising spray pre and post use. Changing rooms/ pool toilets closed and kindly use facilities in your room and come changed and in your robe.

RESTAURANT – BREAKFAST- from 7.30 am to 10.00 am weekdays and 8.00 am to 10.30 am weekends. As we will be not using all tables to adhere to social distancing guidelines, there could be a delay between 9.15 am and 10.00 am.

DINNER from 5.30 pm to 8.30 pm last tables daily. Table arrangements as above and there may be a delay between 7.15 pm and 8.00 pm and guests can take a seat in lounge if a wait. Maximum table as per government guidelines.

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.

CONTACTLESS CHECK-OUT- Your bill will be put under your door the morning of departure or sent by email – 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. (Room amount will already have been processed prior to arrival). If you have any queries about the bill kindly contact 0 or visit Reception.

COVID - Face coverings as per government guidelines.

As you can appreciate, this is a very fluid situation and our procedures are under constant review and are updated as government guidelines change.

We thank you for your co-operation and patience and we truly look forward to welcoming you to the hotel.

Elyse & Michael Waddy & Empire family