

THE PRIORY

WAREHAM

The Priory COVID-19 Policy

September 2020

The Hotel is recognised by Visit England as meeting the guidelines outlined by the Government to re-open and begin trading.

General Information relating to Coronavirus

In the event of a lockdown (national or local) and in the case of a positive Coronavirus test (proof of positive test required) guests may cancel without penalty or defer.

Outside of this our current cancellation policy is 7 days.

If your physical, monetary gift voucher is due to expire in the next 3 months, we will extend their period of use for an additional 6 months. These policies are under constant review and subject to change depending on Government guidelines.

If you or someone you have been in contact with develop symptoms before your stay, please contact the hotel ASAP and arrange to delay your trip.

If you develop any symptoms during your stay, please stay in your room and contact reception immediately, our team will then advise on next steps and help with isolation.

We will take all precautions to keep members of staff and guests safe at all times. Guests are responsible for their own safety and we ask Guests to wash hands regularly and keep a safe distance where possible.

Restaurant bookings are accepted based on the information provided by our guests (i.e. households and household bubbles). A maximum of 6 people per table are allowed and only one table per booking (exceptions are small weddings of 15 or funerals of 30).

Staff will be wearing face masks when inside the hotel.

Guests are required to wear a face mask around the hotel unless seated for drinks or food. You will not be permitted entry without a face covering.

During your stay

Check in is available anytime after 4pm.

Where possible, please keep a safe distance at all times in the hotel.

If you require assistance with your luggage, please make Reception aware upon arrival and a member of the team wearing gloves will assist you. Please bear with us, this may take longer than usual as a new pair of gloves will be required for this service and will need to be removed immediately after. Your luggage will be placed outside your room. There are multiple hand sanitising stations situated around the hotel for regular use.

When you arrive, your room will have been deeply cleaned and serviced and then not accessed until your arrival.

We encourage all Residents to use their personal room facilities as an alternative to the public restrooms around the hotel.

Staff will not accompany you into your room when seeing you to your room.

Room service will be delivered to outside your room for you to collect.

You may be shown directly to your table when dining as opposed to our traditional drink in our drawing room on arrival.

Hotel Procedures

We are accepting reduced numbers of guests for the foreseeable future to aid maintaining social distancing guidelines and maximize staff and guest safety.

Screens will be in place in reception and at the Maitre D' stand in the Restaurant to aid our staff's safety.

All our tables are situated at least 1m apart as per Government guidelines.

We are currently running a reduced menu to accommodate Government Guidelines in the kitchen.

One 1 person at a time is permitted to use public restrooms in the hotel.

One time use menus will be in place in the Restaurant or can be viewed in a wipe clean folder which will be cleaned after each use.

You will see a cleaning rota in all public restrooms around the hotel to ensure regular and thorough cleaning is being carried out and tracked.

All high contact items and areas will be cleaned regularly and thoroughly especially during peak periods of footfall.

Checklists are in place to ensure all cleaning procedures are followed by our team.

All staff are trained and aware of our procedures and the Government guidelines and can help guests at any time during their stay.

A full site Risk Assessment has been carried out in light of Coronavirus.

Gloves, Masks and thermometers are available at reception if required at anytime.

All our procedures are subject to change based on Government Guidelines. If you require any additional information at anytime, please contact a member of staff to discuss.

