



## Keeping Things Safe for our Guests at The Collingdale

Following guidelines from the Government we are planning to re-open from the 4<sup>th</sup> July 2020, but obviously this depends on official advice nearer the time. If you have booked or are thinking of booking for July onwards but restrictions are then still in place, we shall get in touch, or do give us a call to discuss other suitable dates with you. We would advise that booking direct through our own website or by giving us a call is the best option, as it enables us to personally keep you fully updated at all times.

We Just want to reassure you of what we at The Collingdale are putting in place to minimise the risk to guests and ourselves during the current situation.

- Please be assured that in addition to our already very high standard of cleaning we shall have additional strict hygiene regimes in place.
- When you arrive, sadly, we shall not be able to greet you with our usual handshakes and hugs and we shall be asking guests for a time of arrival so that we can check in one room at a time.
- We shall have hand sanitiser stations in communal areas.
- We will be operating a reduced number of bedrooms for the foreseeable future and plan to rotate rooms to leave a gap between stays wherever possible.
- You may prefer us not to do a daily room clean service during your stay, but we shall have procedures in place to empty bins, refresh towels and beverage items.
- We kindly request that all guests adhere to social distancing guidelines during their stay and be respectful of other guests.
- Breakfast tables will be well spaced and we shall be having two sittings so that only up to three rooms dine at any one time.
- We shall not have our usual items self-service items on display like fruit, yogurt and cereals but these will to order along with our delicious cooked breakfast options during table service. Alternatively, you might like breakfast to go.

- The honesty bar will remain closed for the foreseeable future but we shall have a selection of drinks available on request to take to your room, guest lounge or garden.
- We would kindly request that if any of your party has Coronavirus symptoms prior to your arrival that you postpone your stay. If you develop symptoms during your stay to advise us immediately.

Please be assured the welfare of our guests and our staff is of the utmost importance to us and we trust you will feel comfortable coming to stay at The Collingdale when restrictions are lifted.

We are so lucky to have some wonderful wide open spaces for beach and country walks directly on our doorstep, and we are happy to give you advice for the best places to visit to avoid the crowds.

If you have any questions for us before, during or after your stay then please do not hesitate to get in touch.

We look forward to welcoming you to The Collingdale soon.

Best wishes

Sharon and Daryl

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