

BEAVERBROOK

OUR COVID-19 PROTOCOL

BOOK & STAY
WITH CONFIDENCE

All facilities will be open and adapted to comply with government guidelines.
For more information contact our team.



VISITORS

RESERVATION ONLY

For the safety of our guests and colleagues, only visitors with a confirmed booking will be permitted to enter The Estate. We are limiting bookings across all venues to ensure social distancing.

TEMPERATURE CHECK

All Estate visitors will be required to agree to a thermal temperature check on arrival. Hotel guests and Spa guests may be required to submit to additional temperature checks whilst using other service facilities.

VEHICLES

All visitors are required to self park in the designated parking spaces. Electrical charging stations are available at our Car Park. We will disinfect guest vehicles on request. All deliveries to the estate have been reduced and centralised to one location with a non contact delivery

SANITISER

All visitors will be asked to sanitise their hands when entering buildings across The Estate. A sanitising and disinfecting service is available for personal items, on request. Personal sanitiser bottles are available for purchase at The Coach House shop.

EMPLOYEES

COMMUNICATION

We continue to follow the Government and the WHO guidelines to adapt our protocols and communicate with our teams. Employee training, special equipment and measures will be kept under constant review and adjusted to reflect the current guidelines.

TRAINING

As we introduce new protocols, we are providing ongoing training for our teams to ensure we are delivering a safe and professional service. Pre-opening training days will prepare our teams to test and then implement the new protocols.

PERSONAL PROTECTION

All employees will: Be temperature checked. Use adequate personal protection equipment as necessary. Have hand washing sessions frequently. Carry personal hand sanitisers.

EMPLOYEE SICKNESS

Employees are instructed to stay at home and consult their doctor or call 111 if feeling unwell. All employees must agree to temperature checks on arrival at The Estate.

HOUSEKEEPING HYGIENE

SAFETY & PROTECTION

Our housekeeping team will be wearing protective equipment. Protective equipment consists of a face mask, blue gloves, and a disposable apron. All guests will have their luggage sprayed with disinfectant on arrival.

HYGIENE

We are using a hospital grade disinfectant Electrostatic Sprayer. In bedrooms, furniture, surfaces & objects will be sprayed prior to arrival and on request during a guests' stay. Communal areas will be sprayed periodically through the day covering fabrics, carpets, and guest touchpoints.

SOCIAL DISTANCE

Our teams are organised to ensure the absolute minimum number of employees need access to your room and it is our aim to have the same employee servicing your room from arrival to departure, where we can. We kindly request that our guests respect the social distancing guidelines at all times.

GENERAL CLEANING

Our team has been trained to use new cleaning techniques, equipment and chemicals. Individual sanitiser bottles will be placed in each room. Bedroom sanitising seals have also been introduced with room cleaning and sanitisation cards filled and left in your room daily.

HEALTH CLUB & SPA

TREATMENTS

During consultation our therapists will take a temperature reading and request that guests wear a mask. After each treatment, PPE will be discarded and all room accessories replaced with fresh ones. For hands-on treatments, therapists will use full PPE (gown, mask, glasses).

HYGIENE

Communal areas and facilities will be sprayed throughout the day notably fabrics, furniture, carpets, and all guest touchpoints. Hospital grade equipment, disinfectant and new protocols have been introduced throughout.

SOCIAL DISTANCE

The Coach House facilities will provide services via booking only. The number of guests accessing services will follow a timetable compliant with social distancing guidelines. Pools will be divided into lanes with 2.5 meters width.

FACILITIES & GYM

The gym will remain accessible via booking. We will sanitise in between each booking. Classes will continue in reduced numbers and can be viewed or followed from your room digitally on request. The Thermal Spa Area will be available to book for private groups of maximum of four guests.

FOOD SERVICE

TABLE DISTANCE

Our restaurant floor plans have been revised to allow 2 metres between tables. All fresco dining will be available on our terraces, in the outdoor 'Green' Dining Room and in our wildflower meadow. Private dining rooms can be booked exclusively for small groups.

SOCIAL DISTANCE

We will provide a warm welcome but unfortunately without a handshake. We will work hard to limit the number of service staff that serve your table. We have adapted our In-room dining offers and enhanced our Al Fresco experience to include picnics and bento boxes.

HAND WASHING

Workshops on correct handwashing procedures are mandatory for all team members. Employees will wash or sanitise their hands after attending every table.

HYGIENE

Tables and chairs will be disinfected between each service. Single-use menus will be printed on recycled paper. Tables to be set immediately prior to guests seating time, using single-use disposable gloves. Candle holders, salt and pepper grinders and other tableware will be sanitised.

CULINARY

SAFETY & PROTECTION

Appropriate Personal Protective Equipment will be worn by all food handlers. Chefs will be assigned to a single workstation. We will ensure a 'single-use protocol' on recyclable items.

CLEANING & SANITISING

We have introduced a strict hourly hand washing protocol. We will be disinfecting high-touch surfaces frequently. We have introduced EPA registered disinfectants. All food containers and utensils will be cleaned and sanitized after each use.

FOOD SAFETY

We will continue to follow the 4 steps to food safety - Clean, Separate, Cook, and Chill. We will continue using home-grown veg from our Kitchen Garden. We will appoint a food safety inspector internally. We have Introduced a "no touch" delivery standard for all suppliers.

ECOLAB SANICHLOR

We have introduced Ecolab Sanichlor tablets, which safely disinfect salads, vegetables and nonpeel-able fruit. Sanichlor tablets work using a broad spectrum of biocidal activity and are proven to be very effective against bacteria, fungi and viruses.



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