

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.

ARRIVAL QUESTIONS

All Estate visitors will be asked Covid related questions on arrival, to establish that they are not experiencing Covid symptoms, and that they are aware of the Government Guidelines.

VEHICLES

Valet Parking for our Resident Guests is an ongoing service, with disinfecting procedures in place on all touch points. All deliveries to the estate have been reduced and centralised to one location with a non contact delivery, and there are electrical charging stations available at our Car Park.

SANITISER

Sanitiser is available in the entrance to every building for our guests to sanitise their hands when entering buildings across The Estate. 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.

PERSONAL PROTECTION

All employees will wear and use adequate personal protection equipment that, at minimum, meets the Government Guidelines. Regular hand washing sessions are encouraged and all employees carry personal hand sanitisers.

EMPLOYEE SICKNESS

Employees are instructed to stay at home if they feel unwell, and to follow the Government Guidelines should they develop any Covid symptoms or are informed they are a close contact.

HOUSEKEEPING HYGIENE

SAFETY & PROTECTION

Our housekeeping team will wear adequate personal protection equipment. All guests will have their luggage sprayed with disinfectant on arrival.

HYGIENE

We are using a hospital grade disinfectant Electrostatic Sprayer across the Estate, which will be used to spray communal areas 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.

GENERAL CLEANING

Our team has been trained to use new cleaning techniques, equipment and chemicals. Individual sanitiser bottles will be placed in each room.

HEALTH CLUB & SPA

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.

TREATMENTS

All guests are required to wear masks where applicable. After each treatment, PPE will be discarded and all room accessories replaced with fresh ones. All therapists will wear appropriate personal protective equipment.

THERMAL SPA

Our Thermal Spa – our Jacuzzi, Sauna and Steam room – is a small space, therefore the recommended maximum number of guests at any one time is six people. The thermal spa is cleaned at regular intervals throughout the day by our team.

FACILITIES & GYM

Beaverbrook is a family friendly estate, and as such we have allocated children swimming hours.

Children's hours: 10am–12pm & 3pm–5pm. Please note these may vary on key holiday dates.

FOOD SERVICE

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.

SANITISING

Effective & regular hand washing through out the operation, and employees sanitise their hands after attending every table.

HYGIENE

Tables are disinfected between each sitting. Candle holders, salt and pepper grinders and other tableware will be sanitised.

CULINARY

SAFETY & PROTECTION

Effective & the safe use of Personal Protective Equipment by all food handlers. Limit the amount of employees on each shift and maintaining a safe social distance where possible. Increased ventilation & signage in BOH areas.

CLEANING & SANITISING

Effective & regular hand washing through out the operation. Enhanced cleaning & disinfection, particular of surface areas & hand contact points. Daily spraying & cleaning of all kitchen, storage areas & equipment.

FOOD SAFETY

We will continue to follow the relevant processes as outlined in our Food Safety Management System. Weekly internal food safety audits and actions will also be in place.

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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