



COVID-19 Information

Dear guest,

We understand your first priority before booking a hotel room, organising or attending an event is your health and wellbeing. At Brooklands Hotel & Spa we are making this our priority too.

These are unsettling times so please be assured that we have taken every practical step to ensure your time at Brooklands Hotel is not marred by any concerns regarding hygiene or cleanliness.

We would ask you also to support us in the process of helping to minimise the risks of spreading Coronavirus. Below are listed some of the measures that we have taken in line with government guidance.

We look forward to welcoming you to Brooklands Hotel & Spa where you can feel at ease, relax and enjoy your stay.

Marco Gervasoni, General Manager



Sanitising:

Hand sanitiser stations are available throughout the public areas of the property and food and beverage outlets.



Appropriate social distancing and one way directional signage is clearly marked throughout the hotel.

All materials such as credit card payment machines, pens etc are sanitised after every use.

Hotel air conditioning and fresh air supply systems are sanitised with specific COVID disinfectant products.

Guest bedrooms:

Guest rooms are sanitised daily using specific COVID-19 disinfectant products, with particular attention to objects that are frequently touched.

Every room that has been thoroughly cleaned will have a seal placed on the entrance door to give our guests complete peace of mind that they are the first to have entered the room following the clean.

All hotel information (including the room service menu) will be digital on the in-room TV's. All TV remote controls will be sanitised and placed in a sealed bag to give our guests complete peace of mind that they will be the first to have touched the TV remote following the sanitisation.

To minimise contact with your bedroom during your stay with us, we will only refresh your room every fourth day (after the third night). Should you wish for your towels and toiletries to be replenished prior to this time, please do contact our Make Your Day Team.



PPE:

All staff members wear appropriate PPE in all departments.

Social distancing screens will be in place at guest greeting points (Reception, Restaurant, Spa manicure stations for example).

Hotel staff computer and telephone equipment will be sanitised hourly to ensure that strict hygiene standards are adhered to.

Body temperature measurement (hotel staff) - All Brooklands Hotel & Spa staff, together with the 1907 restaurant bar and grill team will have their body temperature checked prior to every working shift.

Body temperature measurement (hotel guests) - We may be required to perform a body temperature measurement with a contactless thermostat device in compliance with individual safety and privacy regulations.

SPA

Our already high-level sanitation standards at the spa will be enhanced to guarantee the utmost safety and hygiene.

The spa facilities will be cleaned and re-cleaned with COVID approved disinfectants throughout the day.

Treatment beds and treatment rooms are sanitised using COVID approved disinfectant after every single session.

Spa therapists wear appropriate PPE. The above will grant you a very relaxing experience in total security and tranquillity.



1907 Restaurant

Re-arrangement of restaurant seating has taken place to adhere to the social distancing measures.

Menus will be provided via a sanitised electronic tablet.

Disposable gloves will be offered to diners prior to ordering their food.

A breakfast 'grab & go' option will be available to guests upon request.

All staff members will wear appropriate PPE in all departments.

Hotel staff computer and telephone equipment will be sanitised hourly to ensure that strict hygiene standards are adhered to.

Body temperature measurement (staff) - All Brooklands Hotel & Spa staff, together with the 1907 restaurant bar and grill team will have their body temperature checked prior to every working shift.

Cutlery to be sanitised and placed on the table as the guests are seated at their table to provide complete reassurance to the guest.



Staff Training

Prior to opening the hotel all of our team will be trained on compliance and monitoring of health and safety protocols adopted following World Health Organization and UK government regulations.

All of our staff are subject to body temperature measurement before each shift.

A dedicated protocol for suppliers entering the resort has also been implemented.

The above guidelines will be constantly updated following regulations updates.



For more information visit:

www.brooklandshotelsurrey.com Tel: 01932335700