



COVID-19 Information

Dear Guest,

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

Whilst we realise that the government has lifted COVID restrictions, we still have your health and wellbeing in the forefront of our minds.

Below are listed the measures we are taking to minimise the risks of spreading Coronavirus.

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.



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

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.

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.

We are offering timed access to the spa facilities, which must be pre-booked.

1907 Restaurant

Menus will be available by using a QR code.

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 will be sanitised and placed on the table.



Staff Training

All of our team have been trained on compliance and monitoring of health and safety protocols adopted following World Health Organisation 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