



FAQ – what do the current restrictions mean for your visit?

Guest and team safety have always been at the heart of everything we do at No.15 and in light of the current coronavirus restrictions, there will be some changes to the way we operate. We want to ensure all our guests and team have every confidence in the hotel, without losing the luxurious experience and warm hosting that No.15 is so well known for. As a joint effort, we also need you to do your bit to follow the latest government guidelines, to help keep everyone safe.

- Households are not allowed to mix in an indoor setting, so any restaurant or bar tables booked with someone not in your household or support bubble will need to be rearranged or cancelled.
- Guests are only permitted to order alcohol in the bar and restaurant when accompanied by a 'substantial meal', which includes afternoon tea and a selection on our Bar menu. Last orders will be at 10pm, but the restaurant and bar areas will not close until 11pm. We can serve more drinks after this time, but these may only be ordered from, served to and consumed in your bedroom or suite.
- Face masks need to be worn at all times in public areas and we kindly ask that you do your bit in keeping a safe physical distance from the No.15 team and fellow guests.

Covid-19 – our commitment to you

We're implementing a three-step approach, when it comes to hygiene and safety measures, and you can discover more over the next few pages.

- We've completed a risk assessment of all areas, supported by leading hygiene and cleaning companies and health and safety experts. As a result, our teams are undertaking ongoing and individual training within each department to ensure their safety and yours.
- We've implemented enhanced cleaning protocols throughout the

hotel, such as steaming soft furnishings, frequent cleaning of touch points and have put new procedures around laundry and bedroom turnaround into practice.

- We pride ourselves on using only the most reputable and high-quality suppliers and services to ensure the best possible hygiene standards across all areas of the hotel.

The team is on hand to answer any questions you might have, before or during your stay, and we're all very much looking forward to welcoming you back to No.15 Great Pulteney.

Check in/check out

We're operating a paperless check in and check out service on reopening and you'll be greeted by a dedicated host at a pre-arranged check in and check out time. All room keys will be thoroughly sanitised whenever they're handed back to reception.

Public areas

We've added to and improved on our already rigorous cleaning procedures, paying particular attention to additional deep cleaning of high contact surfaces. All guests and visitors will find easily visible hand sanitisation stations, which we'd encourage you to use frequently. Magazines, newspapers, books and games will be available in digital format for use by all our guests. Our own brochures and flyers will no longer be available in public areas for guests to browse, but instead will be kept with the welcome team, who will be happy to provide you with a personal copy to keep on request. Social distancing will be in place throughout the public areas, supported by new signage and seating areas will be rearranged to accommodate the current guidelines. We ask you to follow these guidelines at all times to help keep fellow guests and our team safe. Lifts can only be used by one room/family bubble at a time and we ask you to use the stairs, where possible, if mobility allows.

Bedrooms

We've implemented a new 24-hour room turnaround to allow time for enhanced cleaning measures, including steam cleaning of furnishings, and thorough ventilation. We have new laundry management procedures in place, to avoid any cross contamination and washing and drying linen at temperatures proven to kill any trace of the virus. We have extra amenities such as individual hand sanitiser for guests and, if you are staying for more than one night, we'll assume you would prefer that our housekeeping staff don't service your room during your stay, unless you tell us otherwise. If you are staying for a few nights and require daily housekeeping this will be carried

out after 3pm, and only if the room is unoccupied, so do let us know your plans so we can time accordingly where possible.

We have digital versions of magazines and e-books rather than physical publications and room information will be available on our hotel app. We'll continue to stock our larders with complimentary soft drinks, ice cream and individual sweet treats and snacks – we just ask you to wash your hands first and only touch the items you plan to take. You'll be sent a health questionnaire to fill in before your visit and we would of course ask you call and postpone your stay if you're experiencing any symptoms.

Bar 15 & The Restaurant

Social distancing measures will be in place in the bar and restaurant, and all tables for afternoon tea, lunch and dinner will need to be pre-booked, to ensure we can manage social distancing and track and trace requirements. All our menus will be available on the new hotel app which guests can download to their own devices. Breakfast orders will be taken at the table and any items that you'd like from the buffet will be prepared by our team and served to your table. We'll have table reservations in place for all mealtimes and room service is also available on request.

Spa 15

Spa 15 is currently closed for refurbishment until February 2021.

All our procedures are for the safety and wellbeing of all our guests and team, and we thank you for your cooperation, in following these new guidelines at all times.