



Relax at The Resident

We have changed our check-in process slightly; and whilst we will be there to give you that warm Resident welcome, things do look slightly different. For your assurance, we will guide you through our new processes.

THE RESIDENT



Pre-arrival

Before your stay, you will receive an email and/or text message to advise you on our new check-in procedures and the latest guidance for moving around the hotel safely.

All our rooms are fitted with mini kitchens and we can safely stock your fridge with sanitised groceries, should you require them. Please let us know your order at least 24 hours prior to arrival.

If you are feeling unwell with Covid-19 symptoms before your stay, please do not visit the hotel and contact us to discuss your booking.



Check-in process

Once you arrive at the hotel, a team member will check your temperature with a handheld contactless device. Following government advice, anyone with a temperature over 38 C will not be allowed to enter and check in to the hotel at this time.

Please wear a face covering on entry and in all shared public spaces during your stay – face masks are mandatory and we can provide you with disposable masks if required. Social distancing floor markings and protective screens at check-in desks are also now in place.

We are not able to accept cash payments currently and require guests to pay any outstanding amounts by card at check-out.

All key cards are sanitised for your arrival.



Heading to your room

We encourage you to sanitise your hands at our sanitiser stations – which you can find in all shared public spaces.

Only one social group is permitted in the lift at any one time. Please note that stairs are available for those wishing to use them. All rooms are sealed after sanitisation procedures are complete to reassure you upon arrival to your room.

If you feel unwell during your stay at The Resident, please stay in your room and advise reception immediately. We will follow government and NHS guidance to assist you promptly.

When you are ready to check out, simply place your key card in the drop off box in reception.