



SOPWELL
HOUSE

OUR STAY SAFE AT SOPWELL PROMISE

We have engaged with health and safety specialists and governing bodies within the hospitality industry to bring you our new guest journey

Hotel Pledge

Hygiene

All appropriate areas will be disinfected with healthcare grade cleaning chemicals, sanitiser and electrostatic spray on a regular basis.

High use areas, confined spaces and key touch points will receive increased levels of cleaning at more regular intervals. High touch point and confined spaces includes but is not limited to – Hotel and Spa reception counters, lifts and lift buttons, door handles, public bathrooms, room keys, stair handrails, gym equipment, dining surfaces and seating areas.

Sanitiser stations will be available at key points throughout the hotel. Complimentary disposable face masks and gloves are available at all reception areas for the safety and comfort of our guests.

Guest bedrooms will be completely sanitised after each stay with an electrostatic spray machine and additional cleaning for high contact surfaces. All items that are not easily sanitised will be removed without affecting our guest comfort, such as decorative pillows or magazines – these will remain available upon request. We have increased training of our dedicated housekeeping team on the enhanced cleaning procedures.

Each booking will include a complimentary in-room care pack containing sanitising wipes and hand gel and for safety and comfort. Additional wipes, face masks and gloves will be available complimentary from reception.

We have also given a lot of thought to our food and beverage offering. For the comfort and peace of mind of our diners, we will limit dining capacity in all outlets, and our menus will be easily available for guests to view on their mobile devices. For those that want them, disposable printed menus will still be available. We are strongly encouraging all diners to make a table reservation prior to arrival in order to avoid disappointment.

The hotel will provide a safe distancing and hygiene ambassador who will be on hand to answer any questions, sensitively communicate all new hygiene measures in place and ensure both guests and employees are playing their part to keep everyone safe.

Safe Distancing

Reasonable steps will be taken to enforce the safe distancing guidelines amongst guests and employees.

Signs will be placed to warn guests when they are approaching the more confined spaces where safe distancing may be harder to maintain, for example corridors and public toilets.

Secondary control measures such as screens, barriers and personal protective equipment (PPE) will be put in place where safe distancing is not practicable.

The capacity in all areas of the hotel will be limited to enable a safe environment for our guests and employees.

Enhanced Safety Protocols

Digital temperature checks will take place for every person entering the property and anyone displaying a high temperature or ANY signs of Covid-19 will not be allowed entry to the hotel in order to safeguard the wellbeing of other guests and our staff.

Our “hygiene ambassadors” will receive special training to carry out their duties with the above measures in place.

Employee Pledge

Hygiene

All employees will be required to practice frequent hand washing using soap and water or sanitiser (where soap and water is not available).

Regular temperature checks will be in place for all employees. Anyone displaying a high temperature or ANY signs of Covid-19 will not be allowed entry to the hotel in order to safeguard the wellbeing of other guests and staff in the hotel.

Any updated procedures - including the use of PPE, safe distancing or hygiene protocols specified by the government or World Health organisation will be implemented immediately.

Safe Distancing

Employees will keep to the required safe distancing guidelines.

Where this is not possible additional measures will be put in place and strictly adhered to in order to provide the level of service required.

Enhanced Safety Protocols

Employees are required to inform their manager if they or any of their household show any of the symptoms associated with Covid-19.

Anyone who starts to feel ill whilst at work must immediately separate themselves from other employees and guests and advise their line manager.

Guest Responsibilities

Hygiene

Guests will be required to use the sanitising gel upon entering the building.

Visual reminders will be in place to encourage frequent hand washing using soap and water or sanitiser (where soap and water is not available).

Safe Distancing

Visual reminders of safe distancing will be around the premises and guests are required to observe the safe distancing and any other government guidelines at all times.

For the comfort and safety of everyone, guests are also kindly requested to comply with reminders for safe distancing by our “hygiene ambassadors” at all times.

Feeling Unwell

Guests are asked not to come to the hotel if they are exhibiting any symptoms of Covid-19.

Digital temperature checks will take place for every person entering the property and anyone displaying a high temperature or ANY signs of Covid-19 will not be allowed entry to the hotel in order to safeguard the wellbeing of other guests and our staff.

If as a resident you start to feel unwell during your time in the hotel, please return to your bedroom and follow government advice to gain medical assistance.

If as a non-resident you start to feel unwell, move to an area not in use by other guests and seek medical advice or return home; do not remain in the hotel.

*Thank you for your cooperation
and understanding*