



SOPWELL
HOUSE

OUR STAY SAFE AT SOPWELL PROMISE

Following the government plans to lift restrictions from July 2021, we have updated our stay safe promise to let you know what we are continuing to do to keep our guests and staff members safe.

Hotel Pledge

Hygiene

All appropriate areas will continue to 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 continue to receive high levels of cleaning at 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 still be available at key points throughout the hotel, with disposable face masks available at all reception areas for the safety and comfort of our guests.

Guest bedrooms and spa treatment rooms will be completely sanitised after each visit and additional cleaning for high contact surfaces.

Each booking will include a complimentary in-room care pack containing sanitising wipes and hand gel for safety and comfort.

Table service will continue to be in place for all food and beverage outlets with menus that are available for guests to view on mobile devices, and all cutlery and condiments will be sanitised between use. We encourage all diners to make a table reservation prior to arrival in order to avoid disappointment.

Safe Distancing

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.

Enhanced Safety Protocols

All customer facing staff will continue to wear face coverings across the hotel to give additional peace of mind to all of our visitors and to protect each other.

Secondary control measures such as screens, barriers and personal protective equipment (PPE) will continue to be in place in the reception areas for both hotel and spa, with PPE worn by our spa team whilst giving treatments.

Digital temperature checks and health declarations will remain in place for all staff. 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 guests and other team members.

Guest Responsibilities

Hygiene

Guests are encouraged to use the sanitising gel upon entering the building. Whilst the wearing of face coverings will no longer be mandatory, in line with government advice, we recommend wearing face masks or coverings in areas of the hotel where you are in close proximity to guests who are not in your immediate party.

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

We want to provide an environment of relaxation at Sopwell House where guests and staff members feel comfortable in their immediate surroundings. Therefore, we request that guests maintain a safe and respectful distance in high footfall areas and that the personal space of our team members are respected at all times.

Feeling Unwell

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

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*