



THE CONISTON HOTEL  
COUNTRY ESTATE & SPA

# Our Commitment to You

COVID-19 GUIDANCE  
Updated: 19 July 2021





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Further to the Government update on Monday 12<sup>th</sup> July 2021, **The Coniston Hotel Country Estate & Spa** will fully reopen all facilities on 19<sup>th</sup> July 2021.

We wanted to remind you all that **the health and safety of our customers, colleagues and community will still remain our top priority**. You can read our detailed Coronavirus guidance below. We will continue to update this document with the latest information on booking, operating procedures and health and safety to advise and assure.

**Thank you for your continued help and support**, we look forward to seeing you again soon!

**The Bannister Family & The Coniston Hotel Country Estate & Spa Team**



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## Guest Services

When guests arrive at our hotel over the next few months, you will notice a number of new protocols, specific areas of focus include:

1. All guests must pre-book in advance. This will apply to the use of all our facilities.
2. All guests must complete our own Track and Trace form before checking into rooms.
3. Our NHS QR code check-in is displayed at the main entrance to Reception.
4. The Coniston Hotel & Spa teams will continue to wear face masks indoor and outdoors.
5. For the foreseeable future, we will only be accepting gift vouchers, credit and debit cards as a payment method.
6. Sanitiser stations will be available throughout the guest journey for both guests and team members.
7. Appropriate personal protective equipment (masks, face shields and gloves) will be available and in place to protect our team.
8. We have added to our already comprehensive cleaning practices, paying close attention to high-touch areas and ensuring surfaces are thoroughly cleaned with hospital-grade disinfectants. Cleaning of public areas will be implemented with increased frequency.
9. Our team have been trained on how they can still uphold the high levels of service they pride themselves on in the changed environment, and look forward to giving the warm welcome that The Coniston is known for whilst adopting our new safety measures.
10. Newspapers and marketing material will be removed from Reception, Bedrooms and Country Cottages.
11. We are constantly reviewing and adhering to government guidance on local lockdowns.
12. Please treat our team and fellow guests with kindness and respect; this is a difficult time for all of us.



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## Bedrooms

1. Upon arrival, you will be given your sanitised room key.
2. We have added to our already comprehensive cleaning practices, paying close attention to high-touch areas and ensuring surfaces are thoroughly cleaned with hospital-grade disinfectants.
3. All laundry will be washed at a minimum of 60°C, a temperature that has been proven to kill all traces of COVID-19.
4. During your stay, we will be guided by you as to if and when you would like your room cleaned. Therefore, the cleaning of rooms will be on request only, please ensure you have the make up my rooms hanger on the door before 10am and a member of our housekeeping staff will service the room.
5. If you require a top up of amenities but would not like your room serviced please leave the key fob with what you require.
6. Breakfast is served in The View Restaurant or can be delivered to your room. Available from 7:30am until 10:00am. A pre-order form can be collected from Reception and must be returned before 9pm if you request room service.



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## Spa

1. All guests must complete our own Track and Trace form before using Nàdarra Spa.
2. In public areas, we have added to its already rigorous cleaning protocols, requiring that surfaces are treated with hospital-grade disinfectants and that this cleaning is done with increased frequency.
3. Increased sanitiser and wipes available throughout the guest journey for both guests and the team.
4. Newspapers, Magazines and Marketing Material: Will be removed from reception.
5. 15-minute cleaning regime will take place between time slot.
6. Due to COVID-19 children will no longer be allowed access to the facility.
7. Nàdarra Spa facilities include: 15 Metre Indoor Swimming Pool, Indoor Bubble Pool, Aromatherapy Steam Room, Finnish Sauna, Himalayan Salt Sauna, Infrared Experience, Ice Fountain, Outdoor Infinity Pools, Outdoor Bar, Blossom Kitchen & Terrace, Fitness Suite, Studio, Relaxation Lounge and Changing Rooms.
8. Only members using the thermal area and day spa guests will have access to our changing rooms. If you are only using the gym or classes, please arrive in your workout-wear and change at home. All changing facilities and lockers will be disinfected after each 45-minute slot. Eight lockers will be made available for use. Toilet facilities will be available.
9. Our full Treatment Menu is available. To avoid disappointment, please book your treatment in advance with our Reception team. View [Treatment Menu](#).
10. Spa dining, both indoors and outdoors, will be available at Blossom Kitchen. Table service will be provided.
11. Drinks service will be available at Blossom and Indoor and Outdoor Thermal Areas. Payment for drinks will be via contactless means only.
12. Our team will continue to wear face masks in all indoor and outdoor areas. Although optional, we are still encouraging guests to wear face coverings in public areas.



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## Dining

We will continue to ask both residents and non residents to reserve a table in advance to ensure we have the space required for them within the restaurant. There are now no restrictions on numbers/households dining inside or outside.

The follow times will apply for dining services:

### The View Restaurant

#### Food Service

#### **Monday - Saturday**

Lunch: 12:00pm – 2:30pm

Afternoon Tea – 3:00pm - 5:30pm

Dinner: 6:00pm – 9:30pm

#### **Sunday**

Sunday Menu: 12:00pm – 9:00pm

Afternoon Tea: 3:00pm – 5:30pm

#### Drinks Service

Daily: 12:00pm – 11:30pm

### Macleod's Bar & Lounge

#### Food Service

Daily: 10:00am – 9:30pm

#### Drinks Service

Daily: 12:00pm – 12:00am

1. Single use menus will be provided.
2. Guests can order at the bar and are not restricted to table service only.
3. We will still offer and encourage table service in both The View and Macleod's.
4. Guests do not have to wear masks, it is optional.
5. Buffet breakfast will resume. We will ensure there are hand sanitiser units next to the buffet.
6. There will be increased cleaning and hygiene protocols between sittings.
7. We are constantly reviewing and adhering to government guidance on local lockdowns.





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