



THE CONISTON HOTEL
COUNTRY ESTATE & SPA

Our Commitment to You





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Further to the Government's updates on 22 February 2021, **The View Terrace & Nàdarra Spa & will open on Monday 12 April 2021.**

While our doors were closed, we have been busy behind the scenes working on our exciting new Nàdarra Spa & The View Terrace offering alfresco dining , and cannot wait to welcome you back and for you to experience it for yourself.

Shooting Ground will also remain open for members and non members who have shot before. Please contact them directly for further information.

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

Thank you to our customers, colleagues and community, for your continued help and support. From our family to yours, **please stay safe**, we look forward to seeing you again soon.

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



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Guest Services

Temporarily closed until 17th May 2021.

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 a COVID-19 questionnaire before entering the Hotel and Restaurant no more than 24 hours prior to the date of arrival.
3. Our NHS QR code check in is displayed at the main entrance.
4. Your temperature will be taken at the hotel entrance and if your temperature is 38 degrees or above you, unfortunately, will be declined entry and your deposit refunded or your stay re-scheduled.
5. Following Government guidance, facemasks need to be worn in all public areas of the Hotel and Spa.
6. To ensure you feel at ease when charging your car, we have placed sanitiser stations near our electric car charging units.
7. For the foreseeable future, we will only be accepting gift vouchers, credit and debit cards as a payment method. Cash will not be accepted for the foreseeable future.
8. Increased sanitiser and wipes will be available throughout the guest journey for both guests and team members.
9. Appropriate personal protective equipment (masks, face shields and gloves) will be available and in place to protect our team.
10. 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.
11. To help alleviate the risk of COVID-19 transmission through person-to-person contact, we will be using signage in Reception to remind guests and staff to maintain social distancing protocols and will remove or re-arrange furniture to allow more space for distancing. Screening is in place at our reception desks to provide an extra level of precaution for guests. In addition, we will be introducing a mobile app so that guests can check in, access their rooms, make special requests and order room service at their convenience and without contact.
12. 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.
13. Newspapers and marketing material will be removed from Reception, Bedrooms and Country Cottages.
14. We are constantly reviewing and adhering to government guidance on local lockdowns



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Bedrooms

Temporarily closed until 17th May 2021.

1. Upon arrival, you will be given a 'Rest Assured' pack that will include your sanitised room key, mini hand sanitiser, tissues, pen and room directory.
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. When your room has been cleaned, it will be sealed to show that it is now a 'Safe Haven'.
5. 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, you just have to contact Reception to arrange.
6. We will strive to use environmentally friendly, single-use products as much as possible.
7. Breakfast is served in The View Restaurant or can be served in your room. Available from 07.30 until 10.00. A pre-order form will be in your 'Rest Assured Pack' with instructions on how you can arrange room service or a table in the restaurant, where a pre-order is required in advance.



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Spa

Open for members, spa days and treatments from 12 April 2021.

1. The Coniston Spa will remain open for members, spa days and treatments. Opening times will be reviewed regularly, in line with the Government updates.
2. Please ensure you bring proof of your current address with photo identity e.g. driving license. Find out the Coronavirus restrictions in your local area by using the Government's postcode checker tool: <https://www.gov.uk/find-coronavirus-local-restrictions>.
3. All visitors MUST complete the online Pre-Arrival Questionnaire and have their temperature taken. If their temperature is 38 degrees or above, unfortunately they will be denied access to the facility.
4. To help alleviate the risk of COVID-19 transmission through person-to-person contact, we will be using signage in reception to remind guests and staff to maintain social distancing protocols and will remove or re-arrange furniture to allow more space for distancing. There will be a partition at front desk to provide an extra level of precaution for our guests.
5. The team have been trained on how to be courteous and give service in the changed environment. To safely operate the Spa whilst maintaining hotel hospitality and abiding by social distancing. For example, doors will not be held open etc.
6. Following Government guidance, facemasks need to be worn in all public areas of Spa. Appropriate PPE (masks, face shields and gloves) is in place and is available to protect the team.
7. 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.
8. Increased sanitiser and wipes available throughout the guest journey for both guests and the team.
9. Newspapers, Magazines and Marketing Material: Will be removed from reception.
10. 15-minute cleaning regime will take place between time slot.
11. Due to COVID-19 children will no longer be allowed access to the facility.
12. The following facilities will be open: Thermal Area – 15 Metre Indoor Swimming Pool, Indoor Bubble Pool, Outdoor Infinity Pools and Infrared experience, Mud Rasul Chamber, Fitness Suite, Studio, Tranquillity Lounge and Changing Rooms
13. Only members using the thermal area and day spa guests will have access to our changing rooms. If you are using the gym or classes only, please arrive in you gym gear 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.
14. Treatments – Our full Treatment Menu is available. To avoid disappointment, please book your treatment in advance with our Reception team. View [Treatment Menu](#).
15. Dining – In line with Government guidance, outdoor dining will be available on our Blossom Kitchen Terrace and Spa Terrace areas.
16. Bar – A drink service will be available outside on Blossom Kitchen Terrace and our Spa Terrace areas. Payment for drinks will be via contactless means only.
17. The following facilities will be closed: Ice Fountain and Aromatherapy Steam Room, Finnish Sauna and Himalayan Salt Sauna** (**Please note that these facilities will reopen following Government guidance).
18. Please be aware, all cushions have been removed from furniture.



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Outside Dining

Open from 12 April 2021.

1. All guests must pre-book in The View and will be limited to group sizes of 6 or a maximum of two households up to 10 people on a table. We will be adhering to strict timings and social distance practices to avoid overcrowding and queuing on arrival. The staggering of times will allow for comprehensive cleaning between guests.
2. The follow times will apply for dining services:
 - 12-7pm Monday, Tuesday, Thursday & Sunday
 - 12-8pm Wednesday, Friday & Saturday
 - 12-10.30pm daily for drinks service
3. To ensure the safety of those wishing to dine with us, we have removed some seating and tables to distance guests and enable clear pathways through the terraces.
4. Single use menus will be provided.
5. Food and drinks will be delivered to your table via a tray on a stand for guests. This service will be provided by a member of the team wearing appropriate PPE.
6. There will be increased cleaning and hygiene protocols between sittings.
7. We are constantly reviewing and adhering to government guidance on local lockdowns.
8. Guests are only permitted to eat and drink at tables on our terraces, no indoor seating is permitted.
9. Guests must wear face masks on entering & exiting the building and also when using our toilet facilities.
10. All food and drink will be provided by table service, guests are not permitted to come to the bar for service. The same protocol applies to payments, these must take place at the table, not the bar and we encourage contactless payments and apple pay where possible.



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Country Cottages

Open from 12 April 2021.

1. Bookings are permitted for up to one household.
2. All guests will need to complete a COVID-19 questionnaire before entering the Cottage, Hotel, Restaurant or Spa.
3. Keys are to be collected from 'The Coniston Hotel' where you will be given a 'Rest Assured' pack that will include two sanitised cottage keys, directions for the property, directory of services, mini hand sanitiser, wipes, tissues, a pen.
4. 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. The property will be cleaned by one individual cleaner.
5. When your cottage has been cleaned, it will be sealed to show that it is now a 'Safe Haven'.
6. We will strive to use environmentally friendly, single-use products as much as possible.



THE CONISTON HOTEL
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Coniston Off-Road

Open from 12 April 2021.

1. To help alleviate the risk of COVID-19 transmission through person-to-person contact, we will be using signage in reception to remind guests and staff to maintain social distancing protocols and will remove or re-arrange furniture to allow more space for distancing. All safety briefings will take place outside or within the vehicle.
2. The team have been trained on how to be courteous and give service in the changed environment. To safely operate whilst maintaining hotel hospitality and abiding by social distancing. For example, doors will not be held open etc.
3. Appropriate PPE Equipment (masks, face shields and gloves) in place and available to protect the team and guests. We kindly ask you to bring your own mask and gloves on the day, to be worn throughout the session *Masks can be provided on the day should there be a need.
4. In public areas and all vehicles, 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.
5. Increased sanitiser and wipes available throughout the guest journey for both guests and the team
6. All guests will need to have completed a COVID-19 questionnaire 24-hours prior to arrival.
7. Your temperature will be taken at the 4x4 entrance and if your temperature is 38 degrees or higher, regrettably you will not be granted access to the venue.
8. Newspapers, magazines and marketing material will be removed from reception.
9. For the foreseeable future we will only be accepting gift vouchers, credit/debit cards or vouchers as a payment method.
10. We are running all types of experiences up to the intermediate level, this includes Junior Driving. Longer sessions will be reintroduced in the following months. As well as face masks, we will be ventilating the vehicles throughout the entire session and disinfecting touch points after each use. Only two guests from the same household will be permitted to take part in any of the experiences on offer.
11. On arrival please ring the door bell for attention where your instructor will greet you and brief you for your session. Please do not turn up early for your session as you will be asked to wait until your allotted time slot. Should you be late for your session, we will endeavour to give you an experience in the remaining time but we will not run over the allotted time of your booking.



THE CONISTON HOTEL
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Coniston Shooting Ground

Open to members from 30 March 2021.

1. Our Shooting Ground is currently open to members and non members who have shot before.



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Events

Temporarily closed until 17 May 2021.

1. Business meetings and events such as conferences, exhibitions, conventions and consumer/tradeshows are permitted at a cap of 50% of the venue's capacity or 2000 people outdoors 1000 people indoors, whichever is lower. Food and drink can be served at events and meetings, but should not be the primary purpose.
2. A letterheaded confirmation from the company will be required to state the purpose of the meeting.
3. All guests must complete a COVID-19 questionnaire before entering the Hotel and Restaurant no more than 24 hours prior to the date of arrival.
4. Your temperature will be taken at the hotel entrance and if your temperature is 38 degrees or above you, unfortunately, will be declined entry.
5. Upon arrival, you will be given a 'Rest Assured' pack that will include your sanitised key, mini hand sanitiser and tissues.
6. 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.
7. Rooms will have a limited capacity to ensure social distancing is achievable.
8. When you leave your room for a breakout, it will be cleaned and resealed to assure it can remain a 'Safe Haven'.
9. We will strive to use environmentally friendly, single-use products as much as possible.
10. We request that you bring your own stationery and notebooks to stop cross contamination across reusable products.
11. Where possible, your meeting space will not be manned for the safety of our staff and your guests. You will be able to contact us via our internal telephone systems should you need anything.
12. All laundry will be washed at a minimum of 60°C, a temperature that has been proven to kill all traces of COVID-19.
13. All lunches will be served in disposable lunch boxes at your event space.
14. Breakfast is served in The View or in-room dining is available from 07.30 until 10.00 daily. A pre-order form will be in your 'Rest Assured Pack' with instructions on how you can arrange room service or a table in the restaurant, where a pre-order is required in advance.

Funerals

1. Up to 30 people for funerals.
2. Up to 15 people for wakes or linked ceremonial events (such as stone-settings) before or after funerals.
3. For further information, please e-mail reservations@theconistonhotel.com.



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Weddings

Civil ceremonies until 17 May 2021.

1. Up to 15 guests for Civil Ceremonies
2. Wedding Receptions can also take place for up to 15 people but must take place outdoors
3. For further information, please e-mail weddings@theconistonhotel.com.



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