



wynnstay

HOTEL & SPA

HOTEL 8 POINT PLAN

Updated 17th May, 2021

WE CAN'T WAIT TO WELCOME YOU BACK

I am pleased to let you all know that subject to the current government guidelines we will be reopening parts of the Wynnstay Hotel and Spa as from Monday 17th May 2021.

We have been working hard these past weeks to adhere to the new guidelines and making the necessary adjustments which need to be made. In light of this, to protect the safety and wellbeing of our staff and guests we have put together a Wynnstay Hotel 8-point plan.

Our reservations team are here waiting to help with any enquiry you may have or to check future availability but please bear with them as they are taking a large volume of calls - thank you.

We really can't wait to welcome you all back and whilst observing our stringent safety measures, we would like to reassure you all of the same friendly atmosphere and warm welcome that the Wynnstay Hotel is renowned for.

On behalf of all of our team, I'd like to thank you once again for all the continued support and for all the kind messages we have received over the last few months.

Sebastiano Siddi

General Manager

Hotels, Restaurants & Spas

For our hotel residents and day guests, we have considered the entire customer journey to assess how we can keep you as safe as possible, whilst still giving you the service and experience we're known for.

Wynnstay Hotel's 8-point plan include:

- 1.Pre-arrival
- 2.Arrival & check-in
- 3.Common areas
- 4.Bedrooms & bathrooms
- 5.Spa & leisure facilities
- 6.Food & drink
- 7.Check-out
- 8.Our people: training, hygiene and protection

1. Pre-arrival

You can book your stay online on www.wynnstayhotel.com or by calling our reservations team 01691 655261.

The following procedures are for your peace of mind prior to your stay however if you need any further advice please do not hesitate to contact us on 01691 655261 or e mail us at info@wynnstayhotel.com

1. We politely request that if you are displaying any symptoms of Covid-19 that you call us to postpone your stay. These include; a high temperature, a new and persistent cough, and loss of taste and smell.
2. We strongly recommend that you download the government-approved track and tracing app to ensure we are all alerted to any guests who may pose a risk of spreading Covid-19.
3. If you have booked directly with us, our team will be in contact the week prior to your arrival and provide you with all the necessary information about your stay, our latest Covid-19 management processes and information about the local area.

2. Arrival & Check-in

1. We politely request that if you are displaying any symptoms of Covid-19 that you do not enter the hotel. These include; a high temperature, a new and persistent cough, and a loss of taste and smell.
2. Customers are requested to contact the hotel 15 minutes prior to arrival to ensure our meet and greet team are on hand to assist with your arrival and check-in, please be aware check-in is from 2 pm onwards.
3. We have put in place signage on arrival and throughout the hotel detailing the guidelines, we have in place to protect you and our teams. Any guests or visitors displaying Covid-19 symptoms may be asked to leave the premises.
4. If you have any questions or need assistance during your stay, simply dial 299 from the phone in your room.
5. Hand sanitising stations will be provided at all entrances and exits; customers will be required to sanitise before entering the hotel.

6. Our check-in process has been streamlined to allow for a fast and reduced-contact experience, note that we will only be accepting debit and credit cards for the foreseeable future, to avoid the handling of cash. The latest guidelines will be communicated to you via e mail.
7. Reception areas have been reconfigured where necessary and marked out to ensure social distancing of a minimum of 2 metres can always be maintained.
8. All surfaces, screens, door handles and equipment will be regularly cleaned and sanitised throughout the day.
9. If you have any special requirements please let us know before you arrive so we can make the necessary preparations with everybody's safety in mind.

3. Common Areas

1. We have heightened and enhanced our cleaning procedures to include extensive cleaning of shared surfaces throughout the day
2. We have set up hand sanitising stations throughout the hotel for you to use and we politely ask you use these when entering the hotel.
3. We have equipped our customer toilets with sanitising hand wash at the basins, as well as contact-free hand dryers and/or disposable hand towels.
4. To avoid overcrowding and unnecessary contact we ask that guests who are staying with us - where possible - use the bathrooms in their bedrooms.
6. When walking through the hotel we will ask that you please use your discretion and consideration by keeping a social distance of a minimum of 2 metres between yourself and other guests and wear a face covering at all times. We have put in place floor markings and guidance signage throughout the hotel to assist.

4. Bedrooms & Bathrooms

1. Every guest bedroom and en-suite will be fully sanitised before each stay and sealed to ensure no contamination occurs prior to your arrival.
2. Fabric items such as mattresses, pillows, cushions, carpet, chairs and other furniture are sprayed with an approved sanitising solution, which is effective in killing Covid-19 but otherwise harmless to you and us.
3. All surfaces are thoroughly wiped down and cleaned prior to your arrival.
5. Linens, towels and robes are professionally washed on high heat, with added sanitisation.
6. All printed material has been removed from your room to avoid cross-contamination.
7. Our housekeeping teams undergo strict sanitisation prior to starting work and will wear the appropriate PPE during cleaning.
8. Daily servicing by our housekeeping team will only be available upon request by placing the room cleaning tags outside your door by 9 am. Should you require this service, rooms will need to be vacant and personal items including toiletries stowed away.

5. Spa & Leisure Facilities

1. The majority of our spa and gym facilities will be open for you to enjoy. We will have to limit the number of people in each area at one time to ensure social distancing is maintained. The situation around

spas and leisure facilities is an ever-evolving one, therefore our teams will be constantly monitoring the Government guidelines to ensure we are offering the most up to date facilities during your stay.

2. In order to keep you and our teams safe, we have added Perspex screens in our reception areas.
3. Public areas have been reconfigured where necessary and marked out to ensure social distancing of a minimum of 2 metres can be maintained at all times.
4. Our treatment rooms, equipment and instruments will be disinfected and sterilised between client appointments and we will conduct regular cleaning of shared surfaces, changing rooms and our public spaces throughout the day.
5. We may need to briefly close areas throughout the day to carry out further deep cleaning and sanitisation.
6. We have set up hand sanitiser stations throughout for you to use, and have heightened and enhanced cleaning procedures to avoid contamination
7. Spa treatments will be subject to government guidelines.
8. Our Therapists have received further health and safety training and will wear the appropriate PPE when carrying out your treatment.
9. Our gym areas remain open. The equipment has been rearranged to increase space and maintain social distancing measures.
10. Detailed guidance signage will be in place throughout the spa.
13. We ask that if you are displaying any symptoms of Covid-19 that you call us to postpone your visit.
14. Steam room and Sauna will remain closed.

Please note: our processes and precautions for Spa and leisure facilities will be under constant review, this guide will be frequently updated to give you the very latest information. We will, of course, always comply with all government regulations - and more.

6. Food & Drink

1. When you stay with us you can dine in your room or, where guidance and regulations permit, in the designated dining areas. Evening dining times will be agreed with you during your guest relation call prior to arrival, we respectfully request that guests endeavour to adhere to times to ensure flow and guest safety at all times.
2. We have extended our dining spaces and are utilising all public areas to ensure all diners are a minimum of 2 metres apart. Weather permitted you may also be able to dine in Wilsons Courtyard or by the Bowling Green area
3. We are able to offer flexible table configurations dependent upon your household size. Including large multi-generational family groups that where possible can be located alongside each other.
4. We will be offering an à la carte breakfast for you to enjoy during your stay. To manage social distancing, guests will be allocated a time for dining for breakfast.
6. At present carveries and buffets are not permitted in accordance with government guidelines however our teams will continue to monitor this situation.
7. To maintain the social distancing guidelines, we will not be offering drinks at the bar. Instead, we will offer a full table service.

8. We have created separate entry and exit points to our restaurants where possible, limiting contact and maintaining a social distance between all guests and our teams.

9. We ask that guests who are staying with us use the bathrooms in their bedrooms. If you are not staying with us, we request that you follow the social distancing measures we have displayed on our signage when using the public bathrooms.

10. We have equipped our bathrooms with sanitising hand wash at the basins, contact-free hand dryers and/or disposable hand towels.

11. Hand sanitising stations will be set up at the entry and exit points to use and should be used every time you enter or exit dining areas.

12. We will only be accepting credit and debit cards at this time.

All of these measures are to protect our residents and staff, to ensure the smooth running of the hotel and all may be reviewed when we feel appropriate.

7. Check-Out

1. Payment for your room reservation is due on arrival, with additional extras during your stay paid to each department. If requested and if a pre-authorisation on a card has been taken on check-in, your room bill can be emailed to you early on the morning of check out to include any extras you may have during your stay. Payment will be processed over the phone with our reception team, or at our reception desk.

2. On check out, if you have no outstanding account to settle then please leave your room key in the key box located at the bottom of the main staircase.

3. If you did not book directly with the hotel, you will need to supply an email address to the reception team, if you require a copy of your bill.

4. We ask that you use the hand sanitisers before leaving the hotel.

8. Our People: Training, Hygiene and Protection

1. All of our hotel teams have undergone comprehensive hospitality-focused training on how to prevent the contagion of Covid-19. We will continue to elevate our training as best practices evolve.

2. Any staff member who shows symptoms will be immediately sent home and will be required to self-isolate for 14 days prior to returning to work. All staff temperature will be checked and recorded each day.

3. Hand sanitising stations are located at all entry and exit points back of house for the teams to use.

4. Our Hotel operating procedures are clearly displayed throughout the back of house areas and extensive training given to all staff members.

5. We have a dedicated team keeping up to date with any changes to government guidelines, this document is subject to change to ensure your safety.

Please note: Subject to the latest guidelines we will be constantly reviewing our processes and precautions. This guide will be constantly updated to give you the very latest information.