



hotel guest POLICY

Please read this document thoroughly before arriving at The Litton.

Upon entering The Litton you are accepting the terms and conditions.

Covid 19 – Revision of hotel services and rules are to help protect you, ourselves and our future guests. These rules will be constantly reviewed.

We all understand that we live in a very different world to the one we once knew. We all must adapt new behaviour and rules to protect ourselves and each other. We therefore ask you to read this notice to ensure you fully recognise what changes we have made to our business and also your responsibilities to protect yourselves and any other persons.

We have completed a full Risk Assessment which is reviewed weekly and updated to adhere to Government Guidelines.

WHAT YOU CAN EXPECT FROM US

- Our hotel bedrooms will be left vacant for a minimum period of 24 hours in between guests and aerated for a minimum of 3 hours with open windows
- We have employed a new, more intensive and longer cleaning regime for our bedrooms, using appropriate chemicals and products. We also have increased the frequency of cleaning our public areas and identified “touch points”
- All our detergents and cleaning products are from leading industrial suppliers and are specifically recommended
- We have removed a large number of decorative soft furnishings from our bedrooms and public areas to prevent the risk virus transmission
- We will keep a social distance from our guests at all times, all staff are trained on the new Covid-19 measures in place. Signage is displayed and our staff will offer guidance.
- We will provide hand sanitiser in the hotel bedrooms and public areas
- We are available 24 hours a day. You can call reception by dialling 202. A landline telephone is available at reception, and we ask you to adopt hand sanitising measures before and after using it.



- All food is prepared here in our kitchens on-site and only by ourselves. We do not have any employees or people coming into our kitchens from outside of our business during opening hours. All food suppliers will also adhere to our strict hygiene regulations.
- The Whiskey Bar is open for meals for residents only and strictly by prior reservation. All children must remain seated at their tables at all times and we ask that any parents/guardians ensure any children respect this rule. Guests must sanitise their hands before entering public areas. Tables will be a minimum of 1 meter apart and a maximum party size of 10 people is permitted.
- We also offer room service dining options which can be taken in your room or consumed on the outdoor terrace if pre booked.
- Breakfast will be served to your bedroom to allow further time for intensive cleaning of dining areas. This Continental breakfast can be consumed on our outdoor terrace area if you wish and if weather conditions are favourable. We will deliver to your door and ask that you place the tray outside your room for collection.
- Check-in/Check-out will be done with social distancing in mind. Check in from 4pm and check out no later than 10am. Check in where possible should be done electronically. Your room key will be in your room on arrival, please leave the key in your room on departure. Your card will be charged remotely and your invoice sent to you electronically.

WHAT WE EXPECT FROM YOU

- We expect you to adhere to all social distancing measures when in public areas and respect the concerns of other guests
- We ask you to use the hand sanitiser provided when re-entering the building at any time
- If you or anyone of your party are showing any symptoms of the Coronavirus (repetitive cough, fever, loss of taste or smell, sore throat, difficulty breathing) we would ask you or someone in your party to notify us immediately. You will be asked to leave the premises immediately, return home and notify us if a test is positive, the services used will be invoiced.
- We encourage you to use NHS Test Track and Trace and make us aware of any relevant information. If the App highlights that you have been in contact with any other persons before visiting our premises, we encourage you to contact us directly so that we can amend your reservation and you should then follow government guidelines for self-isolating
- Any guests or visitors that we deem as not adhering to the new guidelines that all businesses and society have had to adopt to prevent the spread of the virus will be asked to leave the premises immediately. Please respect our staff at all times.

