



THE  
**Station Hotel**  
★★★★

***Covid - 19 Policy***

*Our Commitment to  
Keeping You Safe*



THE

# Station Hotel



*Dear Guests,*

*We are delighted to be able to welcome you to The Station Hotel. The welfare of our guests and team has always been our number one priority. We want to reassure you that we are taking every precaution to ensure your safety and well-being.*

*In these unusual and unprecedented times our returning guests will find several changes have been implemented in order to keep you safe. We appreciate your co-operation with all of our safety measures.*

*We look forward to your visit and will do our utmost to provide our usual warm welcome and friendly hospitality.*

A handwritten signature in black ink, appearing to read 'Emma Dunbar'.

*Emma Dunbar  
General Manager*



## *How You Can Help*

**We kindly request you follow the below protocols which have been designed to ensure your safety**

*If you or anyone in your household have a new continuous cough, a loss/ change in smell or taste, a temperature or fever, are awaiting covid test results or have been advised to self isolate please do not visit us*

*Follow social distancing guidelines and the one way system*

*Wear a mask when moving around the hotel*

*Take a seat at one of our tables when dining or drinking, as we are providing table service in all our dining areas*

*Use the hand sanitiser conveniently placed throughout the hotel*

*Sign in via the track and trace app*

*Utilise your in room facilities to help us prevent overcrowding in our public toilets*



## *Safety Measures*

**We pride ourselves in having always maintained high levels of cleaning throughout the hotel, however we have stepped it up a notch**

### **HOUSEKEEPING**

*Our housekeeping team will be carrying out a minimal touch service while you stay with us. If you do not wish to receive this service fresh towels and toiletries will be available*

*Unfortunately we will be unable to launder any personal effects*

*All crockery, cutlery, glassware, tea tray amenities and toiletries are sanitised*

### **BEDROOMS**

*Once your room has been thoroughly cleaned and sanitised a seal will be placed on the door lock to guarantee your room is safe*

*Unfortunately some high risk items (e.g. cushions, paper materials) have been removed from the rooms*



## FOOD & BEVERAGE

*We will be operating our food and beverage service in full accordance with local government guidelines*

*Our breakfast buffet has been removed but all items can be ordered fresh from the kitchen*

*Unfortunately we can no longer offer a traditional over the bar service. However, a full table service will be provided in all food and beverage areas*

*If you would rather we do not top up your wine and water, please let us know*

*We have changed our furniture layout to ensure ample distancing is achieved. We have also introduced screens to achieve maximum safety*

*Our kitchen team will continue to operate to the highest hygiene standards*

*Where possible we ask our guests to 'pay as they go' within our restaurant and bars*

*We are happy to provide room service at no additional charge. This shall be delivered to outside your room and collected when finished*



## CHECK IN & OUT

*Upon arrival at the hotel entry should be made via the courtyard to our reception area. Please sanitise your hands and maintain distancing*

*Scan the track and trace QR code and register your details as soon as possible*

*When checking out your accommodation, and any dining or bar payments should have already been made to ensure a contact free check out*

*Keycards should be placed into our dropbox which is located at reception*

## OUR TEAM

*Every member of our team has undergone Covid - 19 secure training*

*We have conducted thorough risk assessments which have been cascaded down to every team member*

*To minimise risk, a temperature health check is recorded by all team members at the start of every shift*

