

Welcome to the Grand Hotel

We hope that your stay with us will be an enjoyable experience.

We have introduced a number of measures throughout the Hotel to ensure the safety of you and our team which I hope that you will embrace.

- Social distancing rules throughout the Hotel are in place to ensure we all keep a safe distance where possible.
- We are implementing temperature checks from all guests staying at the Hotel on arrival and from all of our staff. Anyone who registers a temperature above 37.8 will be refused entry.
- Your room has been cleaned thoroughly and disinfected to a very high standard and fabrics such as curtains and ironing boards and carpets have been sprayed. As you can appreciate our team will not be back in to service your rooms until you depart.

Should you wish your towels changed, please use the laundry bag provided and leave outside of your room by 11a.m. The clean towels will be placed in a bag outside of your room for you.

Should you wish to have your bed linen changed for longer stays please call reception prior to 11a.m. who will organise this for you. (Will ask you to remove personal items, off of the bed prior). In order to keep you safe we will ask that you vacate your room to enable my team to make the change over for you.

- A welcome pack of tea/coffee sugars, milks, biscuits and Hot Chocolate are available at Reception for you.

- Restaurant tables are 2 meters apart. In line with government guidelines, we are not able to dress any of the tables, therefore all items/condiments will be brought to your table by our Food and Beverage Team.
- We have measures in place to ensure the tables and chairs are cleaned & disinfected after each use. For this reason we can not reserve a particular table, however we are blessed with fabulous views and our waiting team will show you to your table each time.
- Breakfast- options available for Cooked or Continental breakfast. You also have the option to opt for a Continental Grab Bag, should you prefer to take outside yourselves and enjoy in the garden or eat on the hoof if you are off for the day. (We just ask that you do not leave rubbish on the outside tables, thank you).
- Free WIFI throughout the hotel – password is **moonshine**.
- We pride ourselves in listening to our guests and therefore welcome your comments.

A full version of your guest information is available from Reception or we can e-mail to you a PDF version.

I hope that you have a pleasant and relaxing stay with us.

Thank you

Lindsay Bish
General Manager

