

The Hotel at Dudsbury Golf Club Covid-19 Precautions and Procedures

Pre-arrival to Dudsbury

The following procedures are implemented with your wellbeing in mind; however, our reception team will be happy to talk to you if you have any further concerns or questions for your peace of mind.

- 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. <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>
- 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. <https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>
- If you have booked directly with us, our team will be in contact via email the week prior to your arrival to provide you with all the necessary information about your stay and our latest Covid-19 management processes.

Arrival & check-in

- 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.
- Customers are requested to contact the hotel to advise us their approximate time of arrival, to ensure our team are on hand to assist with check-in, please be aware check-in is available from 2pm onwards.
- We have displayed signage throughout the hotel detailing the guidelines we have in place to protect you and our team. Any guests or visitors displaying Covid-19 symptoms may be asked to leave the premises.
- If you have any questions or need assistance during your stay, simply dial 201 from the phone in your room.
- Hand sanitising stations will be provided at all entry and exits. Customers will be required to sanitise before entering the premises and encouraged to frequently wash their hands.
- 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.
- Reception areas have been reconfigured where necessary and marked out to ensure social distancing of a minimum of 1 meter can be maintained at all times.
- All surfaces, screens, door handles and equipment will be regularly cleaned and sanitised throughout the day. We are increasing our housekeeping teams to deliver peace of mind.
- 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.

Public areas

- We have heightened and enhanced our cleaning procedures to include extensive cleaning of shared surfaces throughout the day
- 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.
- We have equipped our customer toilets with anti-bacterial hand wash at the basins, as well as disposable hand towels.

- To avoid overcrowding and unnecessary contact we ask that guests who are staying with us - where possible - use the bathrooms in their bedrooms.
- When walking through the Clubhouse/hotel we will ask that you please use your discretion and consideration by keeping a social distance of a minimum of 1 meter between yourself and other guests.

Bedrooms & Bathrooms

- Guests will be provided with hand sanitiser in all our bedrooms for you to use.
- Every guest bedroom and en-suite will be fully sanitised before each stay and sealed to ensure no contamination occurs prior to your arrival.
- 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.
- All surfaces are thoroughly wiped down and cleaned prior to your arrival.
- Linens, towels and robes are professionally washed on high heat, with added sanitisation. All consumables are replaced before each stay.
- All printed material has been removed from your room to avoid cross-contamination.
- Our housekeeping teams undergo strict sanitisation prior to starting work and will wear the appropriate PPE during cleaning.
- Daily servicing by our housekeeping team will only be available upon request, should you require this service, rooms will need to be vacant and personal items including toiletries stowed away.

Food & drink

- 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 upon arrival, we respectfully request that guests endeavour to adhere to times to ensure flow and guest safety at all times.
- We have extended our dining spaces and are utilising all public areas to ensure all diners are a minimum of 1 meter apart, in line with the latest government guidelines.
- If you are not staying with us you can still dine with us. All that we ask is that you book your table in advance. (subject to availability)
- We will be offering an à la carte breakfast for you to enjoy during your stay. To manage social distancing, we will agree dining times on arrival.
- At present carvery's and buffets are not permitted in accordance with government guidelines however our teams will continue to monitor this situation
- To maintain the social distancing guidelines, we will not be offering drinks at the bar instead, we will offer a full table service throughout the bar, restaurant and lounge.
- We have displayed directional signage around our restaurants where possible, limiting contact and maintaining a social distance between all guests and our teams.
- 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.
- We have equipped our bathrooms with sanitising hand wash at the basins and disposable hand towels.
- 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.
- We will only be accepting credit and debit cards at this time.

Spa & leisure facilities

- Please note: In line with government guidelines our Spa and leisure facilities are closed until further notice and will not be available for use during your stay. This will be under constant review, and we will frequently update this information to give you the very latest updates. We will, of course, always comply with all government regulations - and more.

Check-out

- A printed room bill will be placed under your door early on the morning of check out.
- To check out, all you need to do is leave your key in your room and advise our reception team that you are on your way when exiting the hotel. We will automatically take payment for your stay and any extras using the debit or credit card details pre-authorized during check in, should you have any queries in relation to your bill, please call and speak to our reception team by dialling 201 from your room.
- 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.
- We ask that you use the hand sanitisers before leaving the hotel.

Our team: training, hygiene and protection

- 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.
- 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.
- Hand sanitising stations are located at all entry and exit points back of house for the teams to use.
- Dudsbury Golf Club's operating procedures are clearly displayed throughout the back of house areas and extensive training has been given to all staff members.
- 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.

Kind Regards,

Paul Palmer
General Manager