

COVID POLICY

Covid19 restricted services until further notice

We are writing to you to confirm some changes that will be in place during your stay.

Firstly, we would like to make you aware that The Manor is currently going through a refurbishment programme of the Main House of the hotel. This means that the majority of the Main House will not be available to you during your stay here. The reception area is the only part of the Main House that will be open, where you can check-in and out. If you are currently booked into a room in the Main House, you will be contacted by a member of our team to move your booking to the Coach House.

We will not be offering any food or beverage services except from continental breakfast which will be delivered to your door each morning. This will need to be pre-booked (no later than three days prior to your stay), and you must let us know in advance of any allergies/dietary requirements. You can enjoy this in your room or alternatively, if weather permits, there will be outside seating available. We have two local pubs which will be serving lunch and dinner, The Ben Johnson and The Chequers. These are both within walking distance of the hotel should you wish to book a table. Please check their websites for opening days and times.

We also need to make you aware of the safety procedures we have put in place amid the coronavirus pandemic. We are doing our best to comply with Government advice and keep you safe, with these additional measure in place we request you allow a little extra time for our teams to provide our services.

Prior to Arrival: We would request you adhere to the Government guidelines in relation to your stay with us. For further information please refer to <https://www.gov.uk/coronavirus>. If you require to make any changes to your reservation, please ensure to contact our reservations team as soon as possible. If you feel you prefer to wear a mask/gloves whilst you are staying, please ensure to bring your own supply, we are unable to provide these items.

Check-In: We will be checking your temperature before check-in, if your temperature is high you will not be allowed to stay. Once this is complete, we will ask you to fill out a registration card. Please ensure all details are given so we can follow track and trace procedures. We will require full pre-payment on arrival, and we will only be taking card payments. You will then be given your room key which will be cleaned in between handling.

During Your Stay: We have implemented social distancing measures and additional signage throughout the building and request you respect them. Sanitiser points are available throughout the hotel including main entrance and exit areas. Common and high use touch points have been identified and enhanced cleaning procedures are in place. We will ask you on arrival if you require your room to be serviced during your stay – please let us know your preference and we will advise our Housekeeping team. All front of house staff will be wearing masks.

Check-Out: You will not need to wait at reception for assistance, there will be a key drop facility available for you by the reception desk. You will receive a receipt from us by email once you have departed

We look forward to welcoming you to The Manor Country House Hotel at Weston on The Green, we hope you have a safe and pleasant journey.