

## Trefeddian Hotel Customer Care Plan Updated 1<sup>st</sup> October 2021

This care plan has been devised to ensure you know what to expect when you stay with us, if you have any questions regarding your stay please contact us.

Many of the stringent safety measures we put in place will continue following the most recent Welsh Government announcement. We must ensure the safety of our guests and staff.

Face coverings are still compulsory in accommodation settings in Wales, except when you are eating, drinking or are medically exempt. Whilst social distancing guidelines have come to an end we continue to ask all guests to please be conscious of social distancing at all times and be considerate to others.

A thorough Covid 19 Risk Assessment and Emergency Action Plan have been produced to ensure we have covered all aspects of your stay and our working practices.

Alongside this our staff have been thoroughly trained in our new practices. All staff will have a health and temperature check on arrival at work daily.

We have enhanced our already high cleaning standards throughout the hotel and implemented hand sanitiser stations at various points. We encourage you to continually sanitise your hands throughout your stay with us.

Every effort has been made by the Trefeddian hotel to ensure that your stay is as enjoyable and safe as possible.

### *Before you Arrive*

A few days before you arrive with us a member of our office team will email you regarding your stay with us. They will advise on any updates to Government guidelines, ensure that you are fit and healthy to travel. If you have any questions please do not hesitate to contact us.

### *On Arrival*

Hand sanitiser is located to the right of the front door, please use this before you enter the hotel. A one way system has been implemented please follow this to Reception.

We ask that only one member from a party approaches Reception to check in with us, Perspex sneeze/cough screens have been put in place on the reception Desk.

On arrival at Reception your temperature will be taken by a member of the office team. Should your temperature be 38C or more we will ask you to wait in your car for 15 minutes and take your temperature again. If your temperature is still high we will ask you to take a lateral flow test, should this be positive we will ask you and your party to leave immediately. Once you have had your temperature taken one of our office team will fill in your check in form and sign it on your behalf. You will be given your sanitised key to your room. We ask that all your party members then come forward and have their temperature taken one at a time.

A portage service is still available, however Porters will leave bags outside your bedroom. Should you wish to use the hotel luggage trolleys please sanitise before and after use with the sanitising wipes provided.

We request that you do not leave your room key at Reception until you depart.

### *Using the lift*

Lift usage will be limited to one person or one household to promote social distancing. People with disabilities should have priority access to the lift. Please use the stairs whenever possible.

Hand sanitiser stations will be provided at each entrance/exit point.

### *Your Bedroom and Housekeeping*

Should a maintenance problem occur during your stay please telephone Reception. If it is a minor problem we will ask your agreement to leave the problem until you depart. In the event that a problem cannot wait then we will agree a time for our maintenance person to go to your room. We request that you are not in the room at this time.

Should a member of staff have to enter your room during your stay they will be wearing a face covering.

Please ventilate your room as much as possible during your stay, weather permitting.

We regret that we are not offering a laundry service at present.

### *Hotel Swimming Pool*

The opening hours of the Pool have been slightly extended, adult only sessions have been introduced along with a booking system to give everybody an opportunity to swim. We will allow 8 people in the swimming pool. Slots of half an hour in length can be booked at Reception in advance of your stay. Please depart the Pool promptly after your slot has ended. Guests are encouraged to change in their bedrooms and to wear a robe to go over to the swimming pool in.

### *Hotel Lounges and Bar*

Some seating has been removed and rearranged to provide adequate social distancing.

Doors and windows will be open when possible to allow good ventilation, please be aware that the hotel may feel a bit cooler during your stay.

We have installed Perspex sneeze/cough screens in the hotel bar. There are two serving areas at the bar which are clearly marked.

### *Hotel Games Room, Play Area, Snooker Room and TV Lounge*

A hand sanitising station has been installed at the entrance. We request that guests wipe down any equipment that they use before and after playing snooker, pool, air hockey or table tennis with the wipes provided. We regret that some play equipment has been removed from the play area. The TV lounge is currently closed.

### *Putting, Tennis, Outdoor Play Area and Drying Room*

We request that guests sanitise putting and tennis equipment and balls before and after you play using the sanitising wipes provided.

### *Dining*

A member of the Dining Room team will seat you on arrival. The Dining Room staff will be wearing face coverings during service times. Orders will be taken in a time efficient manner and suitable distance to minimise time spent in close contact with you.

Perspex screens will continue to be placed in areas of the Dining Room for your safety.

Breakfast will now be served to you by our staff in an a la carte manner with the removal of buffet service. We apologise that this may take longer than usual however hope that you will find it a relaxing experience.

Individual hand sanitisers will be provided on each table for use.

We regret that we can no longer guarantee specific tables that have been requested due to the change of the layout in the Dining Room.

### *Departure*

To avoid queues on busy departure mornings your final bill will be delivered to your room the night before you depart. This will allow for any queries to be addressed on the telephone, you may also pay over the phone on your final night should you wish to do so.

We request that you open all the windows in your bedroom prior to your departure in order to ventilate the room, weather permitting.

*We hope that despite the inevitable safety restrictions we have had to impose that you enjoy your stay with us. We appreciate your cooperation and understanding in making the Trefeddian a safe place to stay and work.*