

Trefeddian Hotel Customer Care Plan  
Updated 25<sup>th</sup> July 2021

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

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. A copy of this can be found on our website.

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.

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.

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 and adhere to social distancing guidelines where possible. Social distancing guidelines in Wales are currently two metres.

We ask that you please stay to the left as much as possible in corridors and landings and to wait at the top of the stairs to check if others are coming towards you.

**Face masks are still compulsory in Wales when in public areas except when you are eating or drinking or are medically exempt.**

If you would like to have your temperature taken during your stay please ask at Reception.

*Before you Arrive*

A few days before you arrive with us a member of our office team will phone you regarding your stay with us. They will advise on any updates to Government guidelines, ensure that you are fit and healthy to travel and answer any questions you may have about your stay.

*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 regret that 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 portering 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*

We are no longer able to provide guest directories, hotel information, stationary, spare blankets or pillows in your room.

Should you require any of these items during your stay please phone Reception. Guest Directories and Hotel Information can be provided via email or printed.

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 PPE.

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. Slots of half an hour in length can be booked at Reception up to 48 hours in advance. Please depart the Pool promptly after your slot has ended.

Guests are asked to bring a robe along with them and requested to change and shower in their hotel bedrooms. The Swimming Pool changing rooms will only be open for use of the toilet and to hang robes.

### *Guest Toilets*

We ask that you use the toilet in your bedroom as much as possible. We have enhanced our sanitisation practices and installed sanitiser in each all guest toilets.

### *Hotel Lounges and Bar*

Table service is now mandatory in Wales, therefore orders will be taken for all food and drinks throughout the day by a designated Lounge Host.

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.

All magazines, hotel guide books, jigsaws and board games have been removed, please bring your own.

Books in the Study and Adult Lounge will remain for display purposes only, we regret that you will not be able to borrow them.

We have installed Perspex sneeze/cough screens in the hotel bar. There are two serving areas at the bar which are clearly marked. We regret that we will no longer be able to provide straws, stirrers or pre dinner nibbles.

## *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 all play equipment has been removed from the play area, however you are more than welcome to use the room and bring your own toys. The TV lounge is currently closed.

All information leaflets have been removed. Should you require any information about local attractions during your stay please ask at Reception who can email or print information for you.

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

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

We regret that we will no longer be providing tennis rackets or balls for your use, please bring your own.

Please respect social distancing at all times.

## *Dining*

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

Tables will be positioned at the required distance apart in line with Government guidelines, Perspex screens may be implemented between tables if necessary.

For large multi-generational family groups or parties that do not live together we will only be able to seat 6 adults together as long as they are part of an extended bubble. We endeavour to place tables for parties of more than 6 near each other when possible. We regret that we can no longer guarantee specific tables that have been requested due to the change of layout in the Dining Room.

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.

### *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 prefer not to accept cash unless there are any extenuating circumstances. We ask that you put any extras onto your hotel account or pay by card.

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.*