



Welcome to the Riviera Hotel & Holiday Apartments

How will the Coronavirus restrictions impact your stay?

Our absolute priority is to keep everyone as safe as possible whilst enabling them to enjoy a break by the seaside at one of Bournemouth's quietest beaches. We have reviewed all aspects of our operation and will continue to do so according to Government guidance, and whilst we know that your experience will be very different from our usual service, it is vital we work this way to keep the hotel as safe as possible for everyone in it.

We are confident you will still have a relaxing break with us and enjoy our friendly hospitality.

Extensive Risk Assessments and health and safety guidelines have been prepared and our team have been fully trained and supplied with the appropriate PPE (Personal Protective Equipment) so that they are ready to welcome you safely for both you and themselves.

We have installed sanitiser gel dispensers at key points at the entrances and in the public areas of the hotel and would kindly ask you to use the hand gel especially before touching lift buttons or handrails and to follow any signage and one way systems which will be marked on the floor. **Please always remember to keep physical distance from other people and to wash your hands whenever possible.**

All shared surfaces, screens, door handles, bannisters and equipment will be regularly cleaned and sanitised throughout the day and after use.

Before you arrive

To avoid queues in Reception, you will be contacted by our Reception team at least 24 hours prior to arrival to settle your stay amount in full (if not already pre-paid) and complete a Registration Card with your vehicle information. We shall also ask you to confirm how many people will be seated at your table so that you can be allocated one in the Restaurant for your exclusive use for the duration of your stay. It is important that you let us know of any special requirements you may have before you arrive.

If you are feeling unwell or have been told to self-isolate, you must stay at home and follow the latest Government advice. Please phone us to postpone your stay.

We strongly recommend that you download the Government-approved track and tracing app to ensure that we are all alerted to any guests who may pose a risk of spreading Covid-19

On arrival

We politely request that if you are displaying any symptoms of Covid-19 you do not enter the hotel.

Anybody displaying signs of Covid-19 may be asked to leave the premises. We may make temperature checks should this be thought necessary.

We have placed a sanitiser dispenser at the hotel entrance which please use whenever you enter the hotel.

In order that we can fog, thoroughly clean and service and then re-fog and seal your bedroom for your safety, we have moved check-in time to 3pm.

Please note that, from 8th August, the Government requires that face coverings must be worn by everyone (other than children under age 11 and people who, for health reasons, are unable to wear masks) in all interior Public Areas of the hotel. This includes Reception, the Bar and Restaurant (though obviously they must be removed for eating and drinking), corridors, the Lift and the Leisure Area.

When you arrive, only one family member should check in at Reception whilst all others in your party should please wait outside until check-in is complete. If possible, please do not arrive early.

Our check-in process has been streamlined to allow for a fast and reduced-contact experience and a Perspex screen has been installed at Reception.

Please note that no cash payments will be taken during your stay for any of our services and we will only be accepting credit and debit cards for the foreseeable future.

We have put in place signage on arrival and throughout the hotel detailing the guidelines which have been implemented to protect you and our teams.

The Reception areas have been reconfigured and marked out to ensure social distancing of a minimum of 2 metres so if there is a queue please comply with these measures.

On check-in you will be given your room key (which should be kept on you at all times during your stay), hotel information, breakfast and bar snack pre-order forms. We would ask that if you need anything during your stay you contact Reception via telephone/mobile so that contact at the desk is kept to a minimum.

During these times we have been advised against handling your luggage or belongings or showing you around the hotel or to your room. However, we are always happy to help and will ensure we do so with your safety in mind.

If you have any special requirements, please let us know before you arrive so we can make the necessary preparations.

Public Areas

We have heightened and enhanced our cleaning procedures to include extensive cleaning of shared surfaces throughout the day.

We have affixed hand sanitising stations throughout the hotel for you to use and we politely ask you always to use these when entering the hotel.

To avoid overcrowding and unnecessary contact we have closed our public area toilets so we ask that guests use the bathrooms in their bedrooms.

Signage has been put in place with guidance on usage of our lifts. We ask that they are only used by elderly or disabled guests.

We will not use air-conditioning during this crisis and will open windows and doors for ventilation wherever practicable.

When walking through the hotel we ask that you please use your discretion and consideration by keeping a physical distance of at least 2 metres between yourself and anyone else. We have put in place floor markings and guidance signage throughout the hotel to assist.

Please also note that, as from 8th August, adults are required to wear face-coverings in all interior Public Areas of the hotel and Holiday Apartments. See above under On Arrival.

Bedrooms

Every guest bedroom and en-suite will be fully sanitised before each stay and sealed to ensure no contamination occurs prior to your arrival. Our housekeeping teams undergo strict sanitisation prior to starting work and will wear the appropriate PPE during cleaning.

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 and under-surfaces are thoroughly wiped down and cleaned prior to your arrival. Linens are professionally washed on high heat.

If you prefer to bring your own pillows or bedding, please let us know in advance.

All printed material has been removed from your room and public areas to avoid cross-contamination.

During your stay your room will not be serviced and your bedding and towels will not be changed. If you require fresh towels, please ring Reception for a bag to put them in and new towels will be delivered to your room. If you are staying longer than five days you may request to have your room sanitised and bedding changed. Should you require this service, rooms will need to be vacant and all personal items including toiletries completely stowed away.

Indoor Pool

To ensure that we can maintain social distancing, we will divide our large pool in half by rope and will permit only two family parties to use the pool at a time. We ask that you book a timed slot with Reception on a daily basis. If you wish to use the pool during your stay, please bring your own towels. The changing rooms and toilets in the Leisure Club and pool area will be closed. Please get changed in your room and go to the entrance door of the Leisure Club, where at your pre-booked time, you will be met at by one of our team and escorted to the pool. Touch-points and shared surfaces in the pool area will be sanitised by our staff. Please note that there are no Lifeguards. There is a printed copy of the Terms and Conditions in the lobby of the Leisure Club and please note that by using the Leisure facilities, you acknowledge that you have read and accepted our terms and conditions and agreed to abide by them.

Spa services and Gym

The spa bath will be open to use during your booked time pool slot but the gym will be closed. Arcadia Beauty will be open for a wide range of treatments and you can contact them direct on 07783 11570 or you can book online by visiting www.arcadiabeautyspa.co.uk

Breakfast

For safety reasons, we are not able to have our usual breakfast buffets, so we will be looking after you by table service. You will have an allocated table in the Restaurant which will be for your exclusive use for the duration of your stay and, on arrival you will be able to book a time slot for your breakfast from between 8 and 11am. You will also be given a pre-order sheet to order your breakfasts for the following morning. Your breakfast orders for each day need to be telephoned through to Reception by 9pm the evening before.

Designated Table

We have extended our dining spaces and are utilising other public areas to ensure all diners are a minimum of 1 metre plus apart. During your stay you will have exclusive use of the same table for any meal or drink requirements. There will also be additional tables in the Bar and Ballroom for guests but which are not bookable

Bar and Bar snacks

The Bridge Bar and Grill will be open for drinks from midday with drinks being available to order by table service only – you will be unable to approach the bar counter at any time.

From 5.30pm – 9.00pm each day we shall offer a reduced bar food menu with children's options. Bar snacks will need to be pre-ordered by midday on the day you would like them by telephoning through to Reception. Order forms will be in your Welcome pack and the meals will be served at your table.

Payment will be required on presentation by card. We will not be accepting cash payments.

Non-Residents

For the enhanced safety of our guests, we will not be open to members of the public while the Coronavirus problem exists.

Check out

If you have a bill for any Extras we will send it to you on the morning of departure by email or by putting it under your door. It should be paid as usual by the sooner of checkout or 11am.

For amounts under £45 these can be paid by contactless in Reception.

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.

Please leave plenty of time to check out and we regret at this time we cannot offer late check outs or luggage storage.

With all the extra work required for sanitising bedrooms during the Covid 19 crisis, it is particularly important that rooms must be vacated no later than 11am on the day of departure please. Failure to do so by this time incurs significant extra costs so may result in a late check-out charge of £20 per hour.

Please do not forget to leave your room key(s) in the box provided at Reception.

Thank you for choosing to stay with us and thank you in advance for following all guidance.

Please note: Subject to the latest guidelines we will be constantly reviewing our processes and precautions. This guide will be continually updated to give you the latest information.

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