



## Welcome to the Riviera Hotel & Holiday Apartments

**We are delighted to be able to re-open the Hotel and Holiday Apartments from 17th May. The priority remains to keep everyone as safe as possible whilst enabling them to enjoy a break by the seaside and we will comply with Government Covid-secure guidelines at all times, whatever they may be, so this protocol will be updated as new guidance becomes available.**

### How will the Coronavirus Covid-19 restrictions impact your stay?

We have reviewed all aspects of our operation to keep the hotel as safe as possible for everyone in it, and whilst we know that your experience will be different from our usual service, we are confident you will still have a relaxing break with us and enjoy our friendly hospitality.

In response to the Rule of 6 law, we will not be taking bookings for any nights before 21st June of more than six people or more than two households in one party. Each household can include a support bubble, if eligible.

Social distancing remains key to keeping safe so please always remember to keep physical distance from other people and to wash or sanitise your hands whenever possible. Please interact only with your own party.

For as long as the Government guidance requires, guests (as well as staff) over age 11 should wear face masks when in the internal public areas of the Hotel and Holiday Apartments and we ask guests please to respect this unless you have a valid reason not to do so, such as a medical condition. This includes Reception, the Bar and Restaurant (though obviously they must be removed for eating and drinking), all corridors and lobbies, the Lift, and the Leisure Club, except when swimming.

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.

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

~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.**

- To avoid queues in Reception, you may be contacted by our Reception team to settle your stay amount in full (if not already pre-paid) and complete pre-arrival information. It is important please that you let us know of any special requirements you may have before you arrive.
- The Government requires us, for the purposes of NHS Test and Trace, to obtain the name, address and contact phone number of every guest aged 16 or over. We strongly recommend that you and everyone in your party aged 16 or over who has a smartphone downloads the NHS COVID 19 app to ensure that we can all fulfil our obligations under the new NHS Test and Trace law. Anyone over 16 who cannot scan the app, will instead need to give us the necessary contact details so that we can keep them safe in accordance with the new law.

- If you will not be using the QR code, it will help speed up your check-in if you would email us this information prior to arrival.

#### ~On arrival~

- In order that we can sanitise, thoroughly clean and service and then seal your bedroom or apartment for your safety, we have moved check-in times to 3pm for the hotel and 4pm for apartments. Please do not arrive early.
- For the safety of other guests and staff, we politely request that, if you are displaying any symptoms of Covid-19, you do not enter the hotel. We may make digital temperature checks. Anyone displaying signs of Covid-19 or travelling with them may be asked to leave the premises.
- Please use the sanitiser dispenser whenever you enter the hotel.
- In order that we can all comply with our NHS Test and Trace obligations, please ensure that everyone aged 16 or over in your party enters the hotel at the same time to check in and scans their phone to the QR Code at our door.
- 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. The area has been reconfigured and marked out to ensure social distancing, so if there is a queue please comply with these measures.
- We are obliged to check that our QR code has registered on your phones or else that we have obtained contact details for every individual, so room keys cannot be given out until this has been done.
- We shall require confirmation on arrival that none of the guests in your booking has been asked to self-isolate, has tested positive for Covid-19 or is experiencing any of its symptoms which are a persistent cough, a high temperature or loss of sense of taste or smell.
- On completion of check-in, you will be given your room key (which please keep with you at all times during your stay), hotel information, breakfast order forms and you will be asked to book your breakfast timeslot.
- Please note that cash payments cannot be taken and payment for any of our services should be made by credit and debit cards.
- So that contact at the desk is kept to a minimum, we would ask that if you need anything during your stay, you contact Reception via telephone/mobile.
- During these Covid 19 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 also politely ask that you always use the ones by the door when entering the hotel.
- To avoid unnecessary contact, we ask that guests use the bathrooms in their bedrooms if possible, though our public area toilets are open and are subject to an extra sanitising regime involving long-lasting anti-virus agents.
- 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 – particularly in corridors, please use your discretion and consideration by keeping a physical distance between yourself and anyone else. We have put in place floor markings and guidance signage throughout the hotel to assist.

- Guests who are accompanied by children are responsible for supervising them at all times and ensuring that they follow social distancing guidelines.
- Please note that we are obliged to require guests to abide by the Rule of 6 law and not congregate in groups of more than six people, which includes children and babies.

#### ~Guest Accommodation~

- Every apartment, guest bedroom and en-suite bathroom 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, carpet, chairs, and other furniture are sprayed with an approved sanitising solution, which is effective in killing Covid-19 but is harmless to people. 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 moveable accessories and printed material have been removed from your Apartment, bedroom, and public areas to avoid cross-contamination.
- During your stay in the hotel 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 and would like your room to be sanitised and bedding changed, please ask Reception. Should you require this service, rooms will need to be vacant and all personal items including toiletries completely stowed away.
- Apartments are fully serviced and sanitised only at the end of each stay.

#### ~Indoor Pool and Spa Bath~

- To ensure that we can maintain social distancing, we have divided our pool down the middle and are permitting only two parties to use the pool area (including spa bath) at a time. There is also an overall maximum of 10 bathers in the swimming pool at any time.
- Pool timeslots may be booked by a group of up to six people travelling together or by up to two households travelling together.
- Bookings can be made with Reception daily.
- If you wish to use the pool or spa bath during your stay, please bring your own towels. The changing rooms and toilets in the Leisure Club and pool area will be closed.
- Gels, creams, and lotions which are not washed off before swimming, damage the water safety measures and may result in closure of the pool for a considerable time so we do request that you shower before using the pool or spa bath.
- Please shower and change into your swimming costume in your apartment or bedroom before going to the Reception "swim-ready", to sign in and be given your entry code to the Leisure Club so that you may arrive at the pool at your pre-booked time.
- Touchpoints and shared surfaces in the pool area will be sanitised by our staff but we request that you also use the sanitiser which is available at the entrance to the Leisure Club and at the top and bottom of the stairs to the pool.
- Please socially distance from people in the other party using the Leisure Club area.
- 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.

#### ~Gym~

- The gym will be available for use by one person at a time which must be pre-booked with Reception. Please go to Reception for the entry code for your time slot.
- We request that any equipment which you use should be wiped down by you - both before and after use - with the sanitiser provided.

### ~Breakfast~

- We are not able to offer our usual breakfast buffets, so we will be looking after you by table service.
- On arrival at the hotel, you will be able to book a fixed time slot for your breakfast for between 7.30am and 10am Monday to Friday and between 8am and 10.30am on Saturday and Sunday. 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 placed in the box at Reception by 9pm the evening before.
- We have extended our dining spaces to ensure all diners are a minimum of 1 metre plus apart. There will also be additional tables in the Bridge Bar and Ballroom.

### ~ Meals~

- The Bridge Bar and Grill will be open for drinks from 11am till 11pm (last orders) and from 5pm – 8.45pm (last orders) each day, we shall offer a seasonally-inspired dinner menu.
- If you prefer to dine in the Cunarder Restaurant, this will, subject to availability, be open from 6pm till 8.45pm (last orders) during school holidays or from 7pm till 8.45pm at other times.
- We are only permitted to offer table service which means that you must order, be served and eat/drink and pay while seated. Please do not approach the Bar counter.
- We recommend booking a table in advance to avoid disappointment. To book, please call Reception.
- Payment should be made by credit or debit card please as cash cannot be accepted.

### ~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, it should be paid as usual at checkout. For amounts under £45 (or higher, if increased by the Government) these can be paid by contactless in Reception.
- 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 leave plenty of time to check out and please do not forget to leave your room key(s) in the box provided at Reception.
- If you did not book directly with the hotel and you require a copy of your bill, you will need to supply an email address to the Reception team.

**Thank you for choosing to stay with us and thank you in advance for following all guidance. We'd like to thank you for your support and patience during these extraordinary times and, despite the restrictions, we'll do our very best to help you relax and enjoy a well-deserved break.**

**The guidelines change frequently so we will be constantly reviewing our safety measures and this protocol will be continually updated to give you the latest information.**

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