



Hotel Guest Room Information

We are all facing a period of uncertainty due to the impact of COVID - 19 and guidance advice is continually changing. The safety of our guests and team are of paramount priority and you can be assured that the current health and safety guidelines have been stringently adhered to.

The team at The Crown are all trained in the COVID – 19 health and safety procedures to ensure that the highest possible hygiene standards are maintained throughout every aspect of our business.

In order to keep us all safe the following rules have been put into place:

- During your stay no cleaning will be undertaken in your room.
- Should you wish to have towels replaced please contact reception. Place used towels in bag provided and place outside your room by 11am, we will leave fresh towels outside your door.
- We have removed non-essential items from your room. For example, throw pillows, bed runners, all un-necessary paperwork etc.
- Tea trays are stocked to a minimum and have not been in contact with any other guest. Please contact reception if you require any further supplies.
- We will not be offering a breakfast service for the time being. If you have ordered a continental breakfast, this will be left outside your room at 7.30am or at a time requested by yourself. We will provide a continental breakfast box that includes pastries, fresh orange juice, a piece of fresh fruit, a takeaway coffee/teacup, some fresh milk, and a yoghurt. Please inform us of any dietary requirements.
- Hotel residents will be welcome to order room service during day/evening food service times. Menus are on display in bedrooms. There will be a £2.50 surcharge for this service.

Dial '100' for Reception

Dial '125' for the Bar

Dial '127' for the Grill Restaurant

Please follow these general guidelines whilst on the premises:

- Carry tissues and catch any coughs or sneezes and dispose of in our bins
- Frequently wash your hands and use antibacterial gel
- Should you begin to feel ill during your stay please contact reception immediately, avoid contact with other guests and staff members and follow NHS guidelines.

PLEASE NOTE: ALL of our bedrooms are **NON-SMOKING**. There is £100 fine if you fail to comply.

Thank you for your co-operation.

The Management and all the staff wish you a pleasant and safe stay and thank you for your valued support and custom.