



### **We Are ready to meet again...**

We are really looking forward to welcoming old and new visitors back into our beautiful Crown. It is you the customers who are the jewels in our Crown, without you there is no sparkle!

Here we outline the series of measures we are taking within our business to ensure that, during your time with us, all you need to worry about is enjoying yourselves. Please note these measures constitute an adaptable guide and will be applied in accordance with recommendations from government guidelines.

#### **General measures to keep you in safe hands**

Safe spaces and social distancing with signage designed to safely guide and direct. We have established safe social distancing practices, using the appropriate markers and clear signage to help guide our guests and our team to move safely around our building. With the historic nature of our building and unique space, we have made the best use of all of our dining and lounge areas upstairs and down, so that you will feel comfortably distanced from other guests whilst relaxing and enjoying the surroundings.

- All our staff have received training on Covid-19 preventive measures.
- We perform a daily health screening with all our team, who declare that they have not been in contact with any infected person in the last 14 days.
- All our team are washing their hands every 20 minutes as well as before and after delivering food and drink to customers.
- All our team will be wearing appropriate PPE such as face shields/masks to protect them and you.
- We have reduced the capacity limit of all our hotel spaces.
- We have provided hand sanitiser stations in different locations around the building.

#### **Hotel Reception**

- We have marked the minimum safety distance on the floor as well as a Perspex safety screen at the desk.
- We have hand sanitiser available on the desk.
- We disinfect all items which are handed to customers (room keys, car machines, stationary, etc.)
- We are offering advance check-in and express checkout for residents.
- Advanced payment for all room bookings will be required and charged 24 hours prior to check-in time.
- We have reinforced the cleaning and disinfection of the counter tops.

#### **Bar & Grill**

- We will only be offering table service in the bar and the grill during all services.
- We have reduced the number of tables (minimum of 1 metre between tables) and Perspex screen dividers separate some of our more intimate tables and booths.
- The restaurant and bar are continuously sanitised particularly tables and chairs after every guest departs.
- Menus for the table will be presented in a hygiene-safe wipeable casing. It can also be viewed on our website or 'Crown Hotel Nantwich App using the QR code displayed on your table.
- There will be an **optional** facility to order and pay from the App on smart phones devices.
- Pre-booking and pre-ordering will not be essential but will be actively encouraged to all diners.
- We are offering an online take-away service available for those of you that are not ready to dine in yet.

#### **Hotel Guests**

- 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, these will then be replaced with fresh.
- We have removed non-essential items from our bedrooms. For example, throw pillows, bed runners, all un-necessary paperwork etc.
- We will not be offering a full breakfast service for the time being. If you have booked breakfast, 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. This will be left outside your room at 7.30am or at a time requested by yourself. Please inform us of any dietary requirements.
- Hotel residents will be welcome to order room service during day/evening food service times. Menus will be on display in bedrooms. There will be a £2.50 surcharge for this service.

#### **Cleaning Services**

- Our cleaning team servicing rooms and communal areas will be wearing the appropriate PPE.
- Enhanced cleaning and sanitising protocols in line with government guidelines, using certified products from leading suppliers.
- Our cleaning processes have been upgraded and rigorous sanitisation procedures continue to be carried out by our teams throughout our hotels, including public areas, bedrooms, and our space behind the scenes.
- You will find hand sanitisers for use on arrival and at various locations throughout the hotel

***If you have any questions, please do not hesitate to get in touch in advance of your visit and we will happily discuss any concerns you may have.***