

The George Inn – COVID 19 – Hotel Guest Policy

Dear Guest,

Thank you for choosing to stay with us at the George Inn. This document will outline some changes we have made to our standard operation during the Covid-19 Pandemic, in accordance with government guidance, for the safety of our customers and staff. Please note whilst hotel is in Tier 3 restrictions, public areas will remain closed.

Face Coverings – Face coverings must be worn in all public areas, except when sat at a table eating or drinking

Arrival – Guests can arrive from 4pm, Upon arrival at the hotel please call 01271 814903 and a member of the team will greet you at our front door. Please ensure you are wearing a face covering before proceeding into the Hotel.

Finding your room – Your key will be placed sanitised in the door to your room before we greet you, we are unable to escort guests to their rooms at this time, as we are trying to minimise any unnecessary contact. Please note only registered guests are permitted in your hotel room

Room Keys – Your keys will allow you access to the hotel 24hrs via an external door which will be locked at all times Please ensure you close this door behind you when exiting the building.

Cleaning of your hotel room – To help reduce the risk of spreading any infection our housekeeping team will not be entering your room during your stay. If you require fresh towels or a refill of teas and coffees please leave dirty towels, and coffee trays outside your room before 4pm. If you require anything later in the day, there will be a member of staff to assist you between 4pm to 8pm by calling **102**.

Breakfast – If you have breakfast included in your room rate, this will be provided via room service between 8am to 10am. We do ask that all breakfasts are pre-ordered no later than 8pm the night before

Other Meals/Drinks – We will be serving food and drinks daily between the hours 4pm to 8pm, to be delivered via room service. All Drinks and Meals must be paid for at the time of ordering, via contactless card (where possible).

24 Hour Emergency Assistance – **Between 8.00am and 10.00pm you can reach a member of staff by dialling 102 from your phone. Outside of these hours a member of staff is contactable for emergency assistance by calling 100.**

Check-out – Please leave your keys in the door to your room on the day of departure. All room payments will be taken in advance. If you have booked on a non-refundable rate payment is taken at the time of booking, for all other rates payment will be taken upto 48hrs before arrival from the card information supplied at booking.

We hope you enjoy your stay at the George

Chris, Amy and the Team

Updated 01/01/2021