

Mill End Hotel Corona Virus Safety Policy

Our aim is to offer a safe, hygienic environment whilst retaining the warmth of hospitality Mill End is so well known for and to allow our guests to truly relax. We want you to be reassured about the steps staff are taking to ensure their own, and your, safety at all times and to still offer our usual great service during your break. These are just some of the steps we will be taking when the hotel re-opens for business:

Cleaning:

Hourly 'wipe throughs' of all surfaces frequently touched by guests and staff with anti bacterial spray

Continual sanitizing of all objects front and back of house and restrooms. Sanitiser will be available for guest's use at key points in the hotel.

All non essential items will be removed from rooms and communal areas that are not normally replaced with daily cleaning such as cushions, information books, shared books/stationary/magazines, doggie items, leaflets etc. If you prefer to bring your own hangers let us know

Staff:

Housekeeping will thoroughly disinfect every item in rooms on departure including soft furnishings, toiletries, tea tray items and sockets/switches/handles. You may opt out of daily housekeeping if you prefer no staff enter your room however staff will wear appropriate PPE for their duties.

Staff will have their temperatures recorded at the start of each shift so anyone showing early signs of being unwell can return home to isolation. Masks and gloves will be used back of house and when social distancing is difficult however unless Government advice changes the wearing of masks front of house will be up to the individual member of staff. Guests MUST ensure they do not put staff at risk by respecting the 2m apart rule and please inform us if you witness anything that causes concern or begin to have any symptoms immediately

Food & Beverage and Contact with Staff:

Check in will be offered remotely with the key and instructions left at a specific point to locate your room. Early check in/late check out may not be possible to fully execute our cleaning policy detailed above. We are asking 1 person from your party to check in or out with all luggage and other group members to use the Boot Room to enter and depart.

Check out bills can be pushed under your door however as contactless payments only go up to £45 maximum you will be required to use the card machine at the desk to settle your account and this will be sanitized after every use.

Breakfast will need to be pre-ordered the night before using the form in your room and will be offered as room service (left outside your door) or there will be some restaurant /bar tables available at specific

times. Please note we cannot guarantee your preferred location and time for any dining but will do our utmost to accommodate your wishes.

Packed lunches are available to collect each morning if required subject to the charge stated on the form in your room. Forms need to be handed in to reception before 9am please. Normal lunch/afternoon tea is available in the garden or lounges by prior arrangement every day 12-5.

Dinner can be ordered for room service (tray and stand will be provided and the meal left outside your door) or served at designated slots in designated areas of the hotel to maintain social distancing. Staff will deliver your dishes to a designated point for collection or you may vacate the table for your food to arrive or be cleared. Kindly note the hotel will be on reduced staff during this time so there may occasionally be delays in clearing/serving to all the different areas of the hotel and you may not be able to dine at your exact time preferred. Our new menu has been designed to allow minimal trips for serving and provide a substantial meal. You may eat outside if you wish and as always pets are welcome in the lounges but not the main restaurant please. Please note we cannot guarantee your preferred location and time for any dining but will do our utmost to accommodate your wishes.

Drinks can be ordered with meals via the form in your room, at the bar from the designated area or you can phone the hotel by dialing 0 on your room phone. Please keep 2m apart if there are guests waiting.

A selection of walks can be emailed to you as the leaflets have been removed – please request this specifically on arrival

Staff will no longer be permitted to collect newspapers for guests or assist with luggage. We can deliver bags to your room for you when you are not physically in the bedroom. If there is a maintenance issue please vacate the room at the appropriate time for staff to safely enter.

If you would prefer a completely contactless experience that is absolutely fine – just let us know before you arrive so we can give you all the information you may need before you arrive.

Guests with symptoms of Covid 19

If you are showing any of the recognized symptoms of the disease do NOT travel to the hotel. If you develop symptoms during your stay you must inform a manager immediately and then return home as quickly as possible. If you are too ill to travel home you will need to arrange a test at one of the drive through centres (Exeter) and you and all your party will need to isolate until test results are known. Should you need to stay longer in the hotel than planned kindly note the additional days charge will be borne by the guest before departure. We are keeping contact information for everyone in the hotel and will allow NHS contact and trace access to those details in the event of any outbreak.

Thank you for your understanding and co-operation

Tara & Nick Culverhouse and all the Mill End Team

