

The Shoe Inn - Guidance for Hotel Guests to keep safe during Covid-19.

GUIDANCE SUBJECT TO FURTHER TIER RESTRICTIONS

A copy of this guidance is also available on our website under the "ROOMS" tab and a copy will be placed in your room prior to arrival.

Guidance for customers using the pub for dining and drinking can be found in a separate document on our website under the "DINING" tab.

(Guidance for our staff working procedures can be issued for your information upon request)

Our guidance is for both your safety and the safety of our staff. Failure to observe safety measures will result in service not being provided.

1. Please DO NOT visit us if you feel un-well or experience any symptoms of Covid-19.
2. FACE COVERINGS- Face coverings must now be worn in all public areas until you are sat at a table to consume food and drink.
3. SOCIAL DISTANCING- We will be following the Government's 1M+ guidance and our tables, chairs and garden areas have been arranged to allow for this. Please be aware of limits on gatherings (Indoors a limit of any two households, Outdoors a limit of any two households or a group of 6 at maximum from any number of households).
4. PRIOR TO ARRIVAL- Guests should feel free to call us with any questions regarding their stay.

Guests may want to consider contacting us prior to arrival and paying for their room over the phone so that payment can be taken contactlessly. We will be accepting payments for rooms over the phone 24-48 hours prior to arrival.

Guests may also want to consider making reservations for meals prior to their arrival. With a reduced capacity for dining we are unable to guarantee that tables will still be available if you leave this until you check-in. Please be aware that in order for us to follow Government guidance we will only be taking bookings for tables up to a maximum of 6 people.

Reservations will be required for breakfast to allow us to manage the flow of guests and additional cleaning tasks.

5. CHECK IN & CHECK OUT- Due to the increased level of cleaning that the current guidelines require we will no longer be offering early check-ins or late check outs. Check in will only be available from 2pm and guests must have left the building by 11am on the day of departure. For those guests that may have had alternative times arranged prior to guidance being published, unfortunately we will no longer be able to offer these arrangements. Guests should feel free to contact us if they have any questions.

On arrival please enter at the main front door. At check-in you will be asked to complete a registration card, filling in the names, addresses and phone numbers of both guests in the room. This data will be kept for 21 days after departure so that we can assist the Test and Trace team if necessary. After this time your data will be securely disposed of.

We will no longer be escorting guests to their rooms, guests will be given directions at check in. Once checked in we ask guests to use a one way system which will help us reduce the number of people that could come into contact on the stairway. Please use the 24 hour, residents only door to leave the building. If wishing to use the pub facilities you can then re-enter via the front door. The only exceptions to entering via the 24 hour access is if you have used the smoking area at the top of the stairs or are returning to the pub after our closing time. Hand sanitiser will be available at the doorway.

Please check out at the front desk. Any outstanding payments will be asked to be paid contactlessly where possible. Please leave your key in the box at the desk so it can be cleaned before being given to the next guest.

We will not be automatically servicing rooms that are staying for more than 1 night. Staff will only be asked to enter rooms after guests have checked out. If you do require anything topped up or changed during your stay please make us aware at the front desk.

Everything we do will be reviewed on a weekly basis so we can make improvements or changes where necessary.