COVID 19 IN HOUSE GUEST GUIDANCE  
 A very warm welcome to everyone, we are so pleased to be re open and we hope you enjoy your holiday with us at The Pines Hotel. To enable us to operate in a COVID 19 secure environment, you may notice a number of changes from our normal way of life here. Please familiarise yourself with the following points -

* Please wear your face covering in all internal public areas of the hotel as made mandatory by the government. This is with the exception of while you are eating and drinking in the lounge area. Face coverings are not required when dining in the restaurant
* All guest temperatures will be checked upon arrival for the peace of mind of everyone in the hotel. Anyone with a temperature of 38.0c and above will be required to return home
* There are various hand sanitise points at the entrances to the hotel and outside the lift on all floors
* All guests must adhere to social distancing including 2 metre distances whilst queuing (not in case of emergency)
* Please be mindful of the need for frequent and thorough hand washing and practice good etiquette with regards to coughing and sneezing
* Our service staff will be required to wear face masks/coverings
* Before arrival, your room has been thoroughly cleansed and sanitised with regulated products in accordance with government guidelines and recommendations
* Please keep your room key with you, do not hand back to reception until departure
* We are operating a one way system on all corridors and stairways
* Maximum 2 people in the lift at any one time, please use the stairs if at all possible, you are welcome to wear your own face mask/coverings
* We will not be servicing your bedroom during your stay with us, please advise reception if you require any assistance with extra supplies/replacements (ideally in the mornings)
* With regard to any maintenance issues, please report to reception as normal, however, we will need your room to be vacant if our team are required to enter
* Please, as much as possible, ventilate your room
* Please telephone reception for any queries instead of visiting in person where possible
* If you have any non residents joining you for any reason (maximum two households including your support bubble), please notify reception as we will need to keep a record of their contact details as per government guidelines
* If you or any of your party feel unwell during your stay, please remain in your room with all of your party, inform reception and contact NHS 111
* For your information, all of our staff are temperature checked before each shift
* Your room and the hotel will look different to before the pandemic, we have removed many unnecessary items, for instance cushions, blankets, the breakfast buffet in the restaurant, magazines in the lounge etc
* We will be unable to offer our help with your luggage with the exception of those less able
* To help us avoid congestion, we will need you to book a time for all breakfasts and dinners on a daily basis with reception
* We will be operating table service only in our lounge/bar/garden area
* Our two most confined areas in the hotel are in front of reception and in front of the lift/restaurant, please avoid over staying in these areas to aid social distancing
* Any room service orders will be left outside your door, please place the empty trays outside your door for collection when you have finished and telephone reception for removal
* Please avoid paying for any items in cash, please charge to your room account, discretional gratuities (gratefully received) charged only to room accounts

We realise some of the measures in place do not aid efficiency and will slow down some aspects of our service. We are all learning and adjusting to a new normal too, please be patient with our team 😊 Thank you so much.  
The Pines Hotel