

Stay Safe with Lysses

Although restrictions are lifting from the 19th July 2021, we are aware that cases of corona virus are still on the rise and many people are still concerned about the places they are visiting. Our aim is for Lysses to be a safe and happy environment that you and our staff can feel comfortable in. As we face the challenge of the virus together, our top priority will be to ensure the safety of our customers and our Lysses family so you can feel confident and enjoy your experience here.

For the immediate future we have decided to continue with many of the changes that were made whilst the corona virus restrictions were in place, to ensure the safety of all who visit us.

This document is constantly reviewed in line with the government guidance and industry best practice.

Staff:

We have carried out risk assessments with the involvement of our team, in all areas of the hotel, both front and back of house.

Our staff will continue to wear face masks whilst moving about the building.

Sanitisers are placed throughout the building for staff and customers to use.

An infrared thermometer is available at reception for staff temperatures to be taken at the start of their shift.

Regular updates are carried out with our staff to ensure they are following the latest government guidelines and complying with our strict personal hygiene and cleaning standards. They receive extra training with regards to cleaning and complete a check list of duties on each shift.

We will continue to minimise contact but will still be here to help if you need us.

We will have dedicated members of staff for you to direct any questions or suggestions to regarding the safety or you and our staff.

Public areas:

Hand sanitizers will be available at our main entrances and at strategic points throughout the hotel including outside the toilets, lifts and entrance to the restaurant.

Frequent cleaning of high touch points in staff and public areas, including door handles, stair handrails, light switches, toilet flushes, bathroom surfaces, reception desk, keyboards, telephones and all other hard services.

A protective screen is positioned at reception and at the bar.

Although the requirement for social distancing has been removed, we will continue to position furniture to allow people to move around with plenty of space.

Our lift is restricted to single people or family groups and an increased cleaning regime.

Relevant signage will be displayed where appropriate regarding the latest advice.

Cloakroom:

Our cloakroom has reopened but please respect other people's space.

Toilet Facilities:

Please try to keep a safe distance when entering and leaving the toilets.

Please use the hand sanitiser placed at the entrances to the toilets before entering.

Hand washing is essential.

Please use the hand sanitiser again when leaving the toilets.

The toilets are an enclosed space, so we recommend masks are worn when visiting the toilets.

We ask that hotel residents use their private facilities where possible.

Accommodation:

Check in details will be completed prior to arrival and updated by our reception team on arrival.

Payment will be taken from the card provided when booking unless advised otherwise.

Keys will be sanitised after each contact.

Linen is replaced for each use which has been commercially washed.

Rooms will be deep cleaned before each stay with particular attention paid to the high touch points such as door handles, light switches, remote controls, appliance buttons, kettles, toilet flushes, taps and telephone. Cups and glasses are replaced with clean supplies which have been through the dishwasher at high temperature. One set of colour coded cloths will be used per room.

Items such as notepads, pens, tea and coffee supplies have been removed from the room and are available from reception to avoid cross contamination.

Sanitiser is available for your room if you require it.

For stays of more than 1 night, rooms will be serviced daily, but if you would prefer us not to enter your room, just let us know.

Housekeeping staff will maintain social distancing and once the room has been cleaned, no one else will be permitted to enter the room, unless in the case of an emergency.

Our cancellations policy for accommodation will remain at 6pm the day before arrival to encourage people to stay at home if they are feeling unwell.

All food can be served in your room at no extra charge.

Check out will be contactless as much as possible. Our card machine is wiped down after every use.

Invoices can be emailed if you would prefer not to have a paper copy.

Food and drink service:

If you wish to eat in our restaurant, lounge or on the patio, although social distancing measures have been removed, we will continue to position furniture to allow people to move around with plenty of space. Orders can be taken at the bar or at the table keeping a safe distance where possible.

Food is cooked freshly to order and will be delivered to your table, maintaining as much distance as possible. Our staff will continue to wear masks.

When finishing your meal, we will clear your table maintaining as much distance as possible but you are welcome to move everything to one end of the table if you wish.

Drinks can be purchased at the bar but if you would prefer table service, just let us know.

Lunch / dinner menus will be printed on card, used once only and disposed of.

Lounge menus, breakfast menus and wine lists are laminated and sanitized after each use.

Staff are required to wash and/or sanitise their hands before serving food on each occasion and are regularly washing and sanitizing their hands throughout the day.

Each table, along with the chairs are thoroughly cleaned before each service.

Our breakfast buffet will return but we ask that you sanitise your hands before helping yourself. Juice jugs are covered. Sugars and sauces are served in sachets.

Weddings and functions:

We will discuss your function with you on an individual basis.

Although restrictions have been lifted, please let us know if you would prefer to sit in family groups with plenty of space.

For large weddings and parties, especially those with a disco, we strongly recommend, for the safety of your family and friends and our staff members, that you ask your guests to carry out a lateral flow test the day before your event. Anyone testing positive, should not attend.

Conference Rooms:

If you would prefer to conduct your meeting with social distancing still in place, please let us know, so we can advise on the correct size of room and lay up.

Check in will be contactless, although we do still require the organiser for the day to report to reception to double check the arrangements.

Conference rooms will be unlocked ready for your arrival. You are welcome to have a key if you wish, which will be sanitised after each contact.

Hand sanitisers and tissues are available in all our conference rooms.

Each conference room is deep cleaned before each use with particular attention paid to the high touch points such as chairs, light switches, door handles, remote controls, equipment buttons, telephone. Linen is replaced for each use which has been commercially washed. Cups and glasses are replaced with clean supplies which have been through a commercial dishwasher at high temperature. One set of colour coded cloths will be used per room.

Tea and coffee and water will be served to a drinks station with a sign asking a nominated person to be responsible for pouring the water and for the nominated person to sanitise their hands before pouring. Please ask if you would prefer a member of staff to serve for you.

Biscuits are individually wrapped.

A desk top sneeze screen is available for hire if required.

You are welcome to order food and eat in the conference room, restaurant, lounge or outside on the patio. Please book a table if you require a space in one of our public areas.

Please ensure all attendees are aware of the safety measures in place to ensure we remain a Covid free environment.

Please do not hesitate to call us for anything you may need during your event.

Check out will be contactless as far as possible. Our card machine is wiped down after each use.

Invoices can be emailed to the contact provided.

What we need from you:

Please don't visit us if you have a continuous cough, high temperature or shortness of breath.

Please be mindful of our other guests and staff, some may still be concerned about the spread of the virus.

Please feel free to continue to wear a face covering whilst moving about the hotel if you wish to.

Please book in advance where possible. If you haven't made a booking, please be aware there may be a slight delay whilst we ensure you will be as safe as possible whilst you are visiting us.

For customers wishing to check in with the NHS app please use the QR code to scan your phone. This is no longer a legal requirement.

Where possible, please pay contactless or by card.

If you are worried about anything please speak to a member of staff, they will do their very best to help.

We are all learning every time there is a change in the rules, so please exercise caution, consider the risk and let us know if there is anything we can improve upon.

We look forward to welcoming you to [Lysses House Hotel](#).