

# covid - 19

---

## Covid Safety at The Bear Inn Hodnet.

### UPDATE 30th November 2021

Following the changes in Government guidelines The Bear Inn Hodnet are being proactive and implementing changes to ensure our guests and staff are as safe as possible.

From Tuesday 30th November 2021 we are requesting all guests to wear a face mask when entering the restaurant until you are seated and put a mask on when you are leaving. We will be continuing to provide a sanitised and clean environment as well as table service in our bar, restaurant and garden.

#### For ALL our Guests

1. Please approach the building from the car park, via the arched greenery and enter through the conservatory.
2. Immediately upon arrival sanitiser will be available.
3. Guests must wear a face mask/covering on arrival, departure and whilst moving around the property, at our request.
4. As a team we have worked together to ensure we have complied with the 'Covid-19 Secure' guidelines. New measures and procedures have been put in place across all aspects of the business, both customer and staff facing. We are proud and delighted to open our doors knowing all our guests will have a safe and enjoyable experience.
5. **We must politely request that if, in the unfortunate event, you or your household experience COVID-19 symptoms in the last 14 days – such as a high temperature, a new continuous cough or a change to your sense of taste and smell – we ask that you follow the Government advice. Remain at home and contact us to allow your stay to be rescheduled.**
6. We ask that all guests observe social distancing whenever possible.
7. The Bear Inn Hodnet is promoting a 'Cashless Service'; therefore, we ask all guest to pay by debit/credit card.
8. We will continue to conduct Lateral Flow testing of all our staff daily for Covid-19 to ensure our own safety as well as our guests and diners.

#### For our Hotel Guests

1. Check-in will be conducted at the front desk. A member of staff will verbally confirm your name and details.
2. Staff will escort you to your room, if you require any additional assistance, please let us know.
3. In the room you will find guest information that covers the property, the surrounding area and further measures we have taken.
4. We promise that our housekeepers will have taken care and time to ensure that your bedroom has been meticulously cleaned and fully disinfected, showing extra attention to high-touch areas, such as TV remotes, taps and telephones.

5. We have removed any non-essential items in your bedroom.
6. Tea and coffee facilities will of course be thoroughly cleaned and disinfected between arrivals.
7. Your room will be serviced by our team unless otherwise requested.
8. For hotel guests the same table in the restaurant will be reserved for the duration of your stay: breakfast, lunch and/or dinner. It will be cleaned and sanitised in between each service.

Due to the developing nature of the current climate, our procedures and operations will be continuously reviewed and promptly updated when required. The information that we are sharing with you about how we will operate may therefore be subject to review and change without notice.

If you have any further concerns or queries, please get in touch via telephone or email and we will be pleased to assist.