

# The Angel Hotel Covid-19 Action Plan

The Angel Hotel is committed to providing as comfortable hospitality as possible as safely as possible with the safety of our staff and guests a priority as the world continues to battle the Covid-19 pandemic.

Subject to the government's targets being met in relation to Coronavirus levels rising, we will be opening on a strict Room Only basis from 3pm on Monday, 13th July 2020. Until further notice we will be closed to non-residents with the Bar and Lounge remaining closed.

Actions and provisions adopted by The Angel Hotel are detailed below and we respectfully request that you read and support our actions:

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## Reservation and Before Arrival



When making a reservation, payment card details must be provided and the full payment of your stay will be charged upon booking. The payment is non-refundable.



In a contrast to our usual cancellation policy; guest stays up to and including 2nd August 2020 may be cancelled up until 10am on the day of arrival and your payment will be held for 12 months for future use.



Please do not travel to the hotel if you are displaying symptoms of Coronavirus. The main symptoms being high temperature, new and continuous cough or a loss or change to your sense of smell or taste.

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## Staffing



Our staff are fully trained on the basic protective measures against Covid-19, such as hand hygiene, physical distancing and respiratory hygiene as well as the signs and symptoms of the disease and on all new or revised procedural policies within the Covid-19 Action Plan.



Our staff are provided with Personal Protective Equipment such as facemasks, gloves and aprons for the execution of their duties, and all enhanced cleaning and sanitation recommendations are observed including the increased use of disposable cleaning materials, increased cleaning and disinfection measures and enhanced operating procedures for waste management.



Staff are scheduled in fixed teams to limit the number of people they come in contact with and have staggered shift start, end and break times to reduce congestion in staff areas. Job and location rotation within the hotel is kept to a minimum.

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## Check In/Out and Public Areas



An on-line check-in form will be sent to you for completion prior to arriving. Once this has been completed your room key will be available for collection at Reception from 3pm on the day of arrival.

Check-in time remains from 3pm on the day of your arrival. Check-out time remains at 10:30am on the day of your departure. We ask that you either leave your key in your room or in the post-box provided at the hotel's entrance/exit. Due to the current situation early check-ins and late check-outs are not available. A copy of your invoice will be sent to you upon request.



Please abide by current social distancing measures at all times.



Units dispensing disinfectant gel are installed across the hotel and we ask that these are regularly used. The public area washroom facilities are temporarily closed and we ask you that you return to your room to use the facilities there.

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## Housekeeping



We traditionally automatically service bedrooms daily. However, until further notice the service of bedrooms during your stay must be requested. Service Request Sheets in the form of door hangers will be placed in your room so that you can complete daily according to your requirements (e.g. fresh towels; refreshments refilled; bins emptied; nothing today thank you!) to enable our HK team to perform more efficiently maximising the health and safety of staff and guests alike.



Housekeeping teams will be delivering a new 10 step, high touch cleaning programme in every room after check-out. These principles will also be adhered to across the hotel's public areas.



We have temporarily removed non-essential high tactile items such as throws and cushions to reduce cross contamination opportunity. We have also reduced the number of pillows on the beds - should you require another pillow, please ask.

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## Pets



At The Angel Hotel we allow pets in a limited number of our bedrooms. This is subject to availability and prior approval by the hotel and, unfortunately, we are unable to provide special consideration for guests who arrive at the hotel with their pet without prior arrangement. There is also an additional charge for this.

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## Deposits and Cancellations

\*\*Please note that if you have made your reservation through a third party, such as Booking.com, Expedia, or Late Rooms, the deposit or/and cancellation terms sent to you by them supersede those stated below.\*\*



All bookings must be guaranteed with a credit or debit card. Full payment of your stay will be deducted from your card at the time of booking.



We will keep your payment for twelve months for a future booking at the company's discretion providing you cancel before 10am on the day of arrival, excluding all bank holidays. Failure to cancel your booking will result in full payment being charged to the debit/credit card used to secure the reservation.



We strongly recommend that you have appropriate travel insurance in place should you need to cancel as no refunds are given under any circumstances.

All terms and conditions correct at the time of publication. Edition 1 - 23.06.2020

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THANK  
YOU

## Thank You

Thank you for your continued support in these difficult times; we wish you the best of health and happiness and hope that you enjoy your stay at The Angel Hotel.