

COVID-19 MEASURES

To reassure our guests, we would like to highlight the measures that are in place in our hotels to ensure the highest standard of hygiene, and also what you can look forward to from a stay with us during this phase.

OUR TEAM COMMITMENT

- Our team have all been provided with and trained on the use of PPE
- Our team will all abstain from any physical contact, with each other or with guests (i.e. we won't be shaking hands during this period)
- Our team when on duty will wash and sanitise their hands frequently. Our recommendation is every 30 minutes.
- Staff are temperature checked at the start of all shifts.
- All team members have been given full training on our Covid measures
- Our team have been advised and are encouraged to follow the guidance of the Government and to self-isolate immediately if they show any symptoms associated with Covid-19
- Our central and remote teams are where possible, encouraged to work from home to reduce any unnecessary interactions

IN PUBLIC AREAS & BATHROOMS

- Sanitiser is available in all our hotels. We are refilling our sanitisers from industrial packs as to avoid purchasing from local supermarkets to reduce demand
- We are replacing fresh fruit with wrapped sweets in our public areas
- All spaces are disinfected thoroughly at least 4 times a day
- Bathrooms are sanitised every hour
- Luggage handles will be sanitised
- Our seating areas have been rearranged to provide social distancing measures

IN ROOMS

- We will only take Luggage to rooms upon request
- All decorative cushions and throws have been removed to make our rooms simpler to disinfect
- Each room is disinfected daily with a bleach solution
- Laundry is boil washed by our laundry company and is fresh in each room
- Express check-in and check-out available to all guests



ALEXANDER HOTELS
COLLECTION

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MEETING AND EVENTS

- Chemical Fogging Machine will treat each event space before use
- We will ensure that we thoroughly disinfect all touch points in the room
- Infrared contactless thermometers will be available for each facilitator to temperature check guests
- Lead names will be taken for the check and trace system
- Pads and Pens can be requested but will be disposed of after each meeting
- We have designed a range of menu options for breakfast, lunch and dinner to be served in picnic boxes. These can be served in your meeting space, outside on the terraces, in the grounds or in your rooms.
- We also have a range of plated meal options for breakfast, lunch and dinner
- Conference breaks will include a range of fresh fruit and pre-packaged biscuits in boxes
- Complimentary hand gel will be provided within meeting space
- Directional signage and one way systems to control the flow of delegates
- Contactless payment methods including BACs used for all transactions
- All our meeting rooms have natural daylight, and we will ensure all rooms are ventilated and windows and doors are open.
- A range of outside activities are available at each property
- In the unfortunate event of a second wave of Covid-19 occurring we will be able to postpone your event with no additional charge

COVID-19 MEASURES FOOD & DRINK

- All tables within our restaurants and bars have been spaced to comply with social distancing guidelines.

We request that should you be feeling unwell that you please postpone your stay/ event with us to support the measures we are taking with our teams. We hope that with these enhanced measures in place you will continue to visit our properties and have the assurance of our ongoing commitment to the health and happiness of our guests and team.

Ian Heath
Group Operations Director

