



Measures Adopted to Mitigate COVID-19 Risk

We extend a special welcome back to all our guests now that the Government's lock down period has ended. As always, we hope you have a very special stay at The Dower House Hotel. As a small family run hotel, we know that we are well positioned to meet the latest safety measures recommended for hotel accommodation.

Sanitisers

We have always focussed on maintaining the highest possible standards of cleanliness throughout the property but have made available a large additional foot operated hand sanitiser in the entrance porch and additional sanitisers in the entrance hall and the bar to ensure guests always feel safe.

Entering & Exiting the Hotel

We request that guests enter the hotel through the front door after sanitising their hands outside and exit, where possible, through the doors at the rear of the bar proceeding left over the decking area and circling the swimming pool on their way to the rest of the gardens and car parking area.

Arrival & Checking In

On check in, we ask that only one room of guests at a time wait in the entrance hall where you will be greeted, directed to your room, given your sanitised keys and provided with any information you require for your stay. We usually accompany guests to their rooms but we are only doing this if requested by guests until further notice.

Breakfast

To maintain social distancing at breakfast in our dining room we have extended the times breakfast is available. We provide two breakfast sittings and aim to divide guest breakfast times as much as possible into the two service periods.

Service 1 – 8:15am to 9am

Service 2 – 9:15am to 9:45am

We ask that guests inform us when checking in which breakfast service time they prefer.

Breakfast continues to be available in the bar and on the decking on request but within one of the above service times. As usual dogs are welcome to join guests for breakfast in the bar or on the decking. All breakfast items will be ordered and served by our breakfast waiting staff.

Swimming Pool

We have had our pool refurbished recently to enable us to improve its safety. Further details are provided in our pool usage policy. We request that guests adopt social distancing rules when using the pool. We have implemented a pool usage booking process to ensure that social distancing can be maintained by guests using the pool and its surrounding area, the booking form is located in our entrance hall. This will enable times of pool usage to be reserved by guests and we request that no more than the guests of one room or family group, if occupying more than one room, use the pool at any one time. Towels are also available from the entrance hall outside the entrance to the bar alongside the pool booking form, please retain pool towels for your stay to minimise laundering and help the environment.

Bar & Evening Meals

We have reduced the number of seats in the bar to comply with social distancing guidelines and we ask that guests do all that they can to support this. In addition, we are now offering a room service to provide drinks for you in your room. Please call the hotel number if you want this.

We offer evening meals by prior arrangement on Sunday, Monday and Tuesday evenings except in July and August when all local restaurants and pubs will be fully open. If required sandwiches are available by request.

Housekeeping

All rooms will be thoroughly cleaned to our normal high standards including sanitisation of surfaces and all equipment & amenities provided for guests in rooms. For guests staying for more than one night, rooms will now be serviced as usual but please let us know if you do not require this service.

Check Out

To ensure that we maximise social distancing on check out we have modified our processes. Guest bills will be prepared the evening before guest departure and sent to all guests by email that evening to review. Guests are requested to ask any questions as soon as possible on the morning of departure. Hard copies of bills and deposit payment card slips will be provided. Payments will be taken in the office and room keys should be left with a member of the team in the office on departure.

Questions

If guests have any questions, please let us know.