

# QUORN GRANGE HOTEL

## COVID SAFETY AT THE QUORN GRANGE



## What we are doing to keep our guests Covid-safe

In response to Coronavirus (COVID-19), additional safety and sanitation measures are currently in effect:

- We have upgraded our cleaning schedules and frequency along with our cleaning solution to Selgiene Ultra Virucidal Disinfectant.
- The safety of guests and staff will be protected by implementing one way entry and exit systems, social distancing requirements and new housekeeping procedures. Some services and amenities have been reduced or are unavailable as a result. These include the loss of buffet breakfasts.

## Reception Hours

7am - 10pm

(If you are unable to check in by 10pm, please report to the bar on arrival)

## Food & Drink Service

### Breakfast

**6.30am – 9.30am Mon – Fri**

**7.30am – 10am Sat - Sun**

Cooked breakfast + collection  
Continental 'Grab and Go' service

(You must book your breakfast option on check in or in advance)

### Afternoon Tea

12 noon - 5pm Mon-Sat (Sun 3-6)

Table service & Collection

### Restaurant

6pm – 8.30pm

Table service & Collection/  
Room service

(The evening menu will be a limited alternate menu until further notice)

### Bar

11am – 10pm Drinks

11am – 8.30pm Food

Non-residential guests will be required to book tables in the lounge and gardens. Drinks can be served by room service only after 10pmj.

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- Risk assessments have been completed and new policy and procedures have been put into place to ensure a 'COVID safe' environment.
- Hand sanitisers are available on entry points and key areas around the hotel. We ask guests and staff to use these frequently. There is also hand washing guidance with these facilities.
- All non-essential items from the bedrooms such as magazines, brochures and notepads have been removed.
- The housekeeping team will pay particular attention to disinfecting hand contact areas such as light switches, TV remotes and door handles.
- Reception and service operating hours have been reduced. Please refer to the new operating hours on the right hand side. Safety screens at the reception desk have been installed.
- Contactless check-in and check-out procedures have been implemented to reduce handling of physical documents.
- Only card payments are accepted at reception, we apologise for any inconvenience. Cash is still taken at the bar but contactless payment is encouraged.
- In order to maintain a COVID-19 free hotel, staff will be monitored to ensure they only attend their place of work if they are in good health.
- Staff training will be provided to ensure that all employees follow the new health and safety measures.
- We are following all of the government advice to ensure a safe place to visit and enjoy.
- Government guidance updates now mean all guests are required to wear a face covering when moving around the hotel. You may take these off when sat eating or drinking. All staff are required to wear a face covering in public areas.