

Guest Key Information

Please take a couple of minutes to read our pre-arrival information below and the measures which are in place for the protection of our guests & team.



Pre-arrival

You will receive a call the day prior to your arrival at the hotel to reconfirm all the details that we've taken at the point of booking. During this call you will be asked to confirm that you are not showing any symptoms of COVID-19, if so you will be asked to reschedule/cancel your reservation. The team will also ask regarding your planned arrival time, this is to ensure that we can keep social distancing measures in place during check in. By gaining as much detail as possible prior to arrival we can keep check-in times as quick as possible. If we haven't already got your dining times when we made your reservation we will ask for your preferred time for both breakfast & dinner.



Bedrooms

Rooms have been deep cleaned between guests. Following recommendations, we have taken some items out of the bedrooms to reduce the opportunity for surfaces to harbour any germs. If there is anything that you would like in your room, please ask and the team will endeavour to fulfil your requests. If you would prefer for your room not to be serviced please let us know and keep your 'do not disturb' sign in place at all times. The team cannot clean the bedrooms whilst guests are still within them.



Arrival

Upon arrival at the hotel a member of the team will be on hand to welcome you & you will notice that sanitisation points are available prior to entering the hotel. Please don't be alarmed if our team have PPE this is to protect both you and them. For the safety of all our guests and team members we will be completing temperature checks on arrival.



Public Areas

Guests are required to wear face coverings within the communal areas and corridors of the hotel. We have fitted sanitisations stations throughout the hotel, with a focus on areas where you've had to touch doors – please use these regularly. Throughout the hotel you will notice signage to guide and remind our guests and team regarding social distancing, we request you to keep left wherever possible. Lifts are still available, but we ask that only one group at a time & if the welcome host is bringing your luggage they will travel separately. Our public toilets are not manned, and we therefore request that you use these with careful consideration for other guests, if possible, we ask you use your own bedroom facilities. You will also notice that we have removed collateral from around the hotel but if you require anything please ask one of the team members who will be happy to help. For your safety we have temporarily removed newspapers from public areas.



Check-in

We have installed screens at the reception desk, and you will notice markings on the floor to ensure social distancing can be followed. The reception team will get you checked in; you will be asked to sign your registration form & freshly sanitised keys will be cut ready for your stay. We are requesting, wherever possible, that debit/credit cards are left with a pre-authorisation to reduce the need for cash throughout the hotel. The team will remind you of your pre-arranged times for dinner, breakfast & any treatments.



Getting to your room

Once checked in our welcome host will be happy to offer assistance with your luggage & getting to your room. If you have a room reserved in the Woodlands Wing it is often easier to drive your car around to the other car park which then has easy access to these rooms.



G I S B O R O U G H H A L L



Room Service

We are actively encouraging room service to be used during your stay. Our team will operate with social distancing at the forefront of their mind. Your meal will be brought to your room on a trolley but you will be required to take it in to your room – they will not be allowed to enter your room. All trays will have been sanitised prior to use. Once finished your meal we request that you place your tray outside your door and call reception to make them aware you've finished so that your tray can be retrieved in a timely manner.



Bar Service

Hot & cold drinks will continue to be available in the hotel with table service in place to reduce guests waiting at the bar area. All tables will be sanitised between guests & you will notice regular cleaning happening in the Inner Hall, Drawing Room and on the terrace (if weather allows). We request that payment is by room charge or debit/credit card. We are required to gather contact details for each household in line with the 'test & trace' policy. We can only allow 2 households to be sat together inside the hotel or a maximum of 6 guests (from various households) on the terrace.



Breakfast

In order to reduce queuing a breakfast booking is required and we request that you arrive promptly for your table. Currently we are unable to offer a buffet though both continental & hot items are still available with orders being taken by our team. Rest assured we will still be offering fruit, cereal, juices, pastries alongside our amazing full Yorkshire breakfast.



Revival Zone

Our spa facilities have now re-opened for all treatments including close contact treatments such as facials, eyelash and eyebrow treatments and make-up applications. Advance bookings must be made.



Dinner Service

We request that you are ready to be seated for dinner at your allocated time & ensure that social distancing is maintained should you have to queue. If you prefer to have a pre-dinner drink please allow enough time & ensure the host is aware you have a table booked. If you have any non-residents joining you for dinner we will request their contact details in line with the 'test & trace' policy. We can only allow 2 households to be sat together when inside the hotel.



Check Out

On the morning of your departure you will receive a copy of your bill under the door. Check out can be completed by calling the reception team & then leaving your key card in your room, we can email a final VAT invoice if required. If you prefer to check out in person please be mindful of social distancing should there be a queue.



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