

## Rydal Hall Covid-19 Protocol

We welcome you to Rydal Hall. We want you to be clear about what you can expect from us and what is expected of you to ensure everyone visiting Rydal Hall is kept safe and well.

By washing or sanitising your hands and maintaining a social distance between yourselves and other outside members of your household or bubble and Rydal staff you will be helping to keep us all safe.

### Please Do NOT Visit if you are showing any symptoms of Covid-19

Prior to arrival you should receive these instructions:

Please:

1. Let us know when your estimated time of arrival is likely to be prior to entering the hall at least one day before arrival.
2. Use the hand sanitiser provided before you enter our premises.
3. Maintain social distancing!
4. Where possible take your luggage to your own room.
5. Wear face masks when arriving at the Hall and whilst walking through any public areas of the hall during the duration of their stay (unless medically exempt)- masks can be removed when seated socially distance.

**On Arrival - We will:**

6. Provide a screen at reception for your and our staff's safety.
7. Ensure all our staff adhere to Covid-19 secure measures.
8. Check your documentation and sign you in.
9. Ensure your key is sanitised prior to it being handed over.
10. Provide you with order sheets for evening meal, pre-dinner drinks and breakfast choices.
11. Direct you to your room.

**Your Room - We will:**

12. Clean your room to an enhanced standard, paying special attention to touch points.
13. Remove all non-essential items such as magazines etc.
14. Change your towels if left outside your door between 8am - 10am each morning.
15. Not enter your room during your stay. Any requested fresh towels will be left outside your door in protective covering.
16. Provide extra tea, coffee and milk sachet. More may be requested from reception.
17. Provide a suggested one-way system around the hall.

**Please:**

18. When possible use the main stairs from the front hall to go up to your room and the back stairs to come down from your room.
19. Observe social distancing in the corridors.

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### Bathroom Facilities - We will:

20. Ensure that there is a hand sanitising station outside the public toilets.
21. We will ensure they are cleaned and checked at least three times per day.
22. Provide spray sanitiser and additional cleaning materials should you require them.

### Please:

23. Use the hand sanitiser prior to entering the public toilets.
24. Ensure you always observe social distancing within the toilet facilities.
25. Use your own private bathroom facilities whenever possible.
26. Do not use the staff allocated toilet in each of the facilities.
27. Report to reception any faults or issues.
28. Leave the facilities as you would wish to find them.
29. Wear a face covering when you are in public areas including the dining room until you are seated (unless you are medically exempt)

### Public areas and Dining Room - We will:

30. Clean public areas to an enhanced standard paying special attention to touch points at least three times throughout the day.
31. Ensure there is a minimum of one plus metre between each person/family/bubble when seated.
32. Use the drawing room for extra dining if numbers increase above safe distancing in the main dining room.
33. Allocate you a specific chair for the duration of your stay for dining.
34. Ensure all staff observe Covid-19 protocol and measures.
35. Ensure all our staff have face shields and wash/sanitise their hands between each set person/family/bubble when serving food to your table.
36. Clean all furniture after each sitting.
37. Ensure that all condiments etc are sanitised after use

### Please:

38. Always use the sanitiser provided when entering the hall and the dining room/s
39. Always sit at your allocated table/seat.
40. Ensure you complete the order check list for each meal.

### Bar Area and Seating - We will:

41. Ensure there is a minimum of one plus metre between each person/family/bubble when seated.
42. Take your order at the table and serve your drinks (this is subject to availability for larger groups, upon request)
43. Charge all drinks to your room to be paid at the end of your stay preferably by card payment method.
44. Sanitise seats and tables between each customer.

### Please:

45. Stay within your family unit or social distancing bubble.

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46. Do not stand or order at the bar.

**Because of social distancing, queuing times may increase. We appreciate your patience and understanding.**