



# PRINCES

— SANDWICH BAY, KENT —

Dear Guest,

We are very much looking forward to welcoming our members and guests back to 'The Lodge at Prince's'. The information below outlines the steps we have taken to ensure that our guests can enjoy their stay.

## **Health and Safety:**

- All staff members have undertaken the High Field Online Training Covid-19 business course to enhance their knowledge of the relevant guidelines, procedures, and cleaning processes required
- We have successfully completed the Visit Britain 'Good To Go' Covid-19 accreditation
- The Lodge at Prince's has also been inspected by an external health & safety consultant to ensure that all our procedures meet with the government guidelines
- We will be limiting those who can access The Lodge to residents, members and members' guests only. This will enable us to carry out contact tracing if needs be and to ensure we have enough room for all guests
- All staff will be temperature checked upon arrival at work.

## **Social Distancing:**

Working alongside international signage supplier ARC who have audited and supplied numerous companies throughout this pandemic, we have installed the following:

- Social distancing graphics throughout all public areas
- One-way systems, messaging, and other signage to assist our guests when visiting.
- We are fortunate to have several dining areas and good outside space for our guests to enjoy food and beverages. These areas will have reduced seating to ensure the guidelines are adhered to
- The bar area has floor stickers for customers to ensure distancing when ordering.

## **Public areas, restaurant, and bars:**

- High-touch areas, such as bathrooms, lift buttons and remote controls, are disinfected, and cleaned with a higher frequency
- Hand alcohol stations are available in reception, toilets, bar, and the Brasserie
- All tables and chairs in our restaurants are cleaned at a much higher frequency, and after each seating
- The menus will be displayed on chalk boards
- Wine lists will be available but will be wiped down after every use
- Please be advised that due to the new cleaning regime that service may take a little longer than expected.



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## **Check-in and check-out:**

- We are only allowing one guest at a time in the reception lobby
- Please complete a guest registration form in advance of arrival in order to minimize the time spent at the reception desk.
- Check in time is 16.00hrs this is to allow the housekeeping team extra time to clean rooms. If your room is available before this time you will be notified
- Check out time is 10.30hrs

## **Rooms**

- Rooms will be deep cleaned and sanitised by the housekeeping team.
- Housekeepers will use the appropriate PPE
- Each room will have its own bottle of hand sanitising gel
- Loose items such as pens, note pads and information material have been removed from rooms
- All rooms will be deep cleaned, and all housekeeping staff will have the appropriate PPE
- All magazines and marketing collateral have been removed apart from those that can be cleaned

## **Breakfast**

- Breakfast will be between 7.30hrs and 10.30hrs. If you have an early tee time, we can arrange breakfast to be taken away from the Lodge, please advise this at check-in

## **Dinner**

- Dinner will be available between 18.30hrs and 21.00hrs. We will be offering a slightly reduced menu and when possible, pre-orders will be taken. The menu will be displayed on a chalk board please feel free to take a photo so that you can peruse the menu and orders will be taken at the bar.

## **Payments**

- We are unable to accept cash at the present time, so payment must be made by credit card or members card. Unfortunately, we will not be able to charge items onto room accounts so all items must be paid at the time.