

How we will keep you safe during your stay

Firstly, thank you for choosing the Marsham Court Hotel during these uncertain and unprecedented times. We want to assure you, our valued guest/s, that your comfort and safety is our top priority.

We have looked carefully and critically at our operational procedures and adapted them to try and put your safety and that of our staff at the forefront of what we do, so that you can relax, unwind and enjoy your time with us.

If you are a returning guest, we thank you for your continued support but please be aware that things will be a little different during your stay.

We have made changes – lots of them - and we appreciate your co-operation and understanding in all areas.

If you have any questions at all – Just Ask!

Please note: The following procedures have been put in place in line with the most up to date Government Guidance and therefore are subject to change at any time and without prior notification. We pledge to react quickly and efficiently to new guidance as we receive it.

Arrival at the hotel – When you arrive at the hotel please stay in your car and call the hotel reception on 01202 552111 (Option 4) to let us know that you have arrived. You will then be given further instruction by a member of our team to allow us to manage your check in procedure quickly and efficiently, in line with our “Code of Action”.

Car Parking – We are fortunate that we have a large car park which enables us to be mindful of the social distancing rules. Disabled bays are still available for blue badge holders – please let us know prior to arrival if you require a disabled bay. If you have booked via an Online Travel Agent ie: Booking.com, Expedia etc parking will be charged at £10 per night, per space. Parking is free for guests who book directly with the hotel via email or on the hotel website www.marshamcourthotel.co.uk

Check in – Full payment is required 48 hours prior to arrival. This will enable us to prepare your key, registration card and additional information in advance. It is a legal requirement for you to complete, sign and return your registration card and we have provided a post box at reception for you to do this safely and securely. The receptionist will point this out to you during the check-in process.

****Please DO NOT travel to the hotel if you have any of the key symptoms of Coronavirus.** On entering the hotel, your temperature will be taken. If you are found to have a high temperature you will be shown to a dedicated room and we will contact 111 to seek further instruction. If the NHS guidance advises that you should self-isolate you will not be permitted to stay in the hotel and in this instance we reserve the right to charge for your first nights’ stay.

Check Out - Please note that we are unable to accept cash payments during your stay and therefore any additional charges will be added to your room bill which must be settled at reception before you depart.

We are unable to store luggage after check- out.

No portering service is available, except for blue badge holders.

Guest bedroom servicing – Guest bedrooms will be deep cleaned and fogged between guests. Non-essential items have been removed from the rooms ie: pads, pens, magazines. Daily cleaning is not permitted currently so we have supplied soluble laundry bags for your bathroom towels. If you require fresh towels, please place your used towels in the bag provided and leave it outside your bedroom door in the basket provided before midnight. This will enable our Night Porters to collect and replace them safely. Top ups for tea/coffee/milk along with pre-ordered newspapers will also be delivered to your door overnight. **Please do not remove the basket from outside your bedroom.** If you are staying with us for 5 nights or more, we will arrange a day for Housekeeping to clean and fog your room. Please note that this will be done between 10am and 2pm on a pre-arranged day as you will not be able to enter your room during this period.

Dining Options -

Restaurant Service – Our restaurant has been arranged to allow for social distancing and therefore we have limited capacity at this time. The hotel usually operates a buffet breakfast which is not currently permitted. Seating for breakfast will be allocated on a first come first served basis and at peak times service can be slower than we would like. We appreciate your patience and understanding should this occur during your stay.

If you have booked on a room only basis, we cannot guarantee that you will be able to book breakfast in the restaurant on arrival. However, we do have an alternative option available in the bar until midday.

Tables have been arranged in line with the Government Guidelines for social distancing and a maximum of 4 guests can be seated together (unless you are a family in one room with more people). All food and drink will be served to you at your table. Guests are not permitted to move around the restaurant independently.

To comply with social distancing guidelines our kitchen team will be operating with fewer members on duty.

Bar Food and Drink – The hotel bar will be operating table service only from 10am until 10pm daily. Our bar food and drinks menus have been adapted to allow us to limit contact with staff members.

A reduced bar food menu will be available between 12.30pm and 3.00pm and 5.30pm and 8.30pm. This will include a selection of salads and sandwiches, a homemade quiche of the day and a selection of burgers and main meals. Again, these will be available to order by table service only – you will be unable to approach the bar at any time. Dorset Cream Tea will be available between 3pm and 5pm daily. There will be no bar food available outside of these times.

Packed lunches can be ordered by 8pm each day for collection between 8am and 10am the next day. Small cool bags can be provided if you are going out of the hotel and must be returned to reception that day. Cooler bags will be charged for if not returned.

Public spaces – The bar and adjacent function rooms, lounge, outdoor terrace's and garden area have been arranged to enable you to relax and enjoy the views whilst remaining a safe distance apart. With effect from Saturday 8th August, it is mandatory for guests to wear face coverings in public areas, **whilst moving around inside the hotel. We respectfully ask all guests to comply with this requirement.**

Our pool area is open but the poolside changing rooms will remain closed for the time being. Towels are available at reception – please return after use. We have introduced bookable 2-hour pool sessions to enable all guests to make use of the pool fairly and safely. These can be booked at reception on the day from 8am. Please note that in order for staff to keep the pool area sanitised, we do require guests to vacate the area after each session.

Staff – Our staff will be wearing masks, (but smiling beneath them of course) gloves and aprons, to protect you and each other.

Hand sanitizer is provided throughout the hotel for your use.

Please remember that these operational changes have been made to enable you to fully relax and enjoy your stay with us. If at any time you have any concerns or suggestions as to how we may further improve our service, please email rosie@marshamcourthotel.co.uk

Equally, if you think we're doing a great job – you can help us by leaving a review on Tripadvisor <https://bit.ly/2zvacvL>

Thank you for your understanding



Rosie Radwell
Managing Director



Working with our local Hoteliers Association (BAHA) and Government to implement a blanket code of action for the hospitality industry.