

Dear Guest

## **How we will keep you safe during your visit**

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.

If you have visited us prior to the pandemic, we would like to thank you for your continued support but please be aware that things are a little different. 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.**

**Car Parking** – Parking is free for non-residential guests who are utilising the hotel facilities. The car park is located at the rear of the hotel – please use BH1 3AU for SATNAV directions.

We are fortunate that we have a large car park which enables us to be mindful of the social distancing rules. Disabled bays are available for blue badge holders – please let us know prior to arrival if you would like us to reserve one for you.

**Arrival at the hotel** – When you arrive at the hotel please make your way to our main reception where a member of the team will greet you and record your temperature. If you are found to have a high temperature (38 or above) you will not be permitted to remain in the hotel.

We will also record your name, contact telephone number and time of arrival to comply with the track and trace requirements. If you would prefer to do this via the NHS APP, please use our QR code which is displayed next to the reception desk.

**Payments** - We are not accepting cash payments at the present time.

**Leaving the hotel** – Where possible, please record your time of departure on the track and trace form.

**Private function/meeting rooms** – all private meeting rooms are deep cleaned using a specialised disinfectant and fogged between bookings. Rooms will be set up allowing for social distancing of 2m wherever possible or 1m as a minimum if agreeable with the client. Any pre-ordered refreshments (tea, coffee, lunches etc) will be served by a member of our team as guests are not permitted to serve themselves. Delegates should keep movement to a minimum and remain seated wherever possible.

**Bar Food and Drink** – The hotel bar will be open and operating table service only from 9am until 5pm from Monday to Thursday, and 9am until 6.30pm on a Friday.

PLEASE DO NOT APPROACH THE BAR AT ANY TIME.

On Sunday mornings we will be running a 'Doggy Brunch' between 9am and midday for which booking is required. (See website for more details). We will be closed on a Saturday – except for private bookings.

A reduced lunch menu will be available from Monday to Friday between 12.30pm and 3.00pm. This will include a selection of sandwiches and salads along with a homemade soup of the day. Afternoon Tea and Dorset Cream Teas will also be available from Monday to Friday between 12.30pm and 5pm – 24 hours notice is required.

**Please note that the hotel will be closed to guests completely during school holidays ie: October Half Term 26<sup>th</sup> October to 1<sup>st</sup> November, Xmas & New Year 21<sup>st</sup> December to 2<sup>nd</sup> January and February Half Term 15<sup>th</sup> to 21<sup>st</sup> February 2021.**

**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. On Saturday 8<sup>th</sup> August, it became 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. You may remove your mask only when seated in a bar or lounge area.

**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 visit. 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](mailto: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.