

Following the Prime Minister's announcement on the 22nd February, we are currently working towards re-opening the hotel fully from the 17th May 2021. The below information outlines the changes that we have decided **will remain in place** when we re-open, until all of our staff have received 2 doses of the vaccine. Please be assured that we will post any changes as they happen on the homepage of our website for you to check at your leisure.

www.marshamcourthotel.co.uk

NB: Information is subject to change at short notice in line with Government advice.

Dear Guest

How we will look after you during your stay

Firstly, thank you for choosing the Marsham Court Hotel, we are delighted to be open again. After over a year of 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 still be a little different 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.

****Please DO NOT travel to the hotel if you have any of the key symptoms of Coronavirus**

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 will be taken up to 48 hours prior to arrival (unless you have booked an advance purchase rate when full payment is taken at the time of booking). Prior to arrival, you will receive an email enabling you to check-in online. This will allow you to speed up the check-in process and reduce contact in the hotel. It is a legal requirement for you to complete and sign a registration card so if you have chosen not to check-in online you will be required to fill this in on arrival and our reception staff will talk you through this.

Check Out - We are unable to store luggage after check-out.
No portage service is available, except for blue badge holders.

Guest bedroom servicing – Guest bedrooms will be deep cleaned and fogged between guests. Some non-essential items have been removed from the rooms ie: pads, pens, magazines. In order to keep our staff and guests as safe as possible we will not be carrying out daily cleaning in guest bedrooms. However, if your stay is 5 nights or longer, we will arrange a bedroom clean at a convenient time. During the clean, you will be required to vacate your room for 4 hours. If you require fresh towels and/or mugs, you can leave them in the basket outside your bedroom before 11am and we will replace them. You will also be able to order top ups for tea/coffee/biscuits/milk on the order slip in your room. Pre-ordered newspapers will also be delivered to your basket. **Please do not remove the basket from outside your bedroom.**

Dining Options -

Restaurant Service – Our restaurant has been arranged to allow for social distancing and therefore we have limited capacity at this time. We will be operating an assisted buffet breakfast and seating for breakfast will be allocated on a first come first served basis and at peak times service could be slower than we would like. Please see our traffic light signs located in various guest areas around the hotel for peak times. We appreciate your patience and understanding 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.

Guests are requested not to move around the restaurant independently.

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

Bar Food and Drink – The hotel bar will be operating table service only from 8am until 11pm daily. You will be unable to approach the bar at any time. Tables have been arranged in line with the latest Government Guidelines for social distancing and a maximum of 2 households can be seated together.

Packed lunches can be ordered by 8pm each day for collection between 8am and 10am the next day. Small cool bags can be provided for a refundable deposit of £10 if you are going out of the hotel and must be returned to reception that day.

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. Pending Government Guidance it may be necessary 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 will be open. Towels are available at reception or the poolside beach hut – please return after use. Until further notice, 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. **This system will be removed once social distancing requirements have been lifted.**

Staff – Our staff will be wearing masks, (but smiling beneath them of course) to protect you and each other. All of our staff have agreed to have the vaccine as soon as it is available to them.

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/2zvacyL>

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.