

The below information outlines the changes that we have decided **will remain in place** 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](http://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. Disabled bays are 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 (rising to £15 per night from 1<sup>st</sup> January 2022), per space. Parking is free for guests who book directly with the hotel via email or on the hotel website [www.marshamcourthotel.co.uk](http://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).

It is a legal requirement for you to complete and sign a registration card on arrival and our reception staff will talk you through this.

**Guest bedroom servicing** – Guest bedrooms will be deep cleaned between guests.

In order to keep our staff and guests as safe as possible, we will not be carrying out daily cleaning in guest bedrooms until all of our staff have been fully vaccinated. However, if your stay is 5 nights or longer, you can arrange a bedroom clean at a convenient time with reception. 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** – We will be operating a self-service buffet breakfast and seating for breakfast will be allocated on a first come first served basis.

If you would fancy something lighter, we do have an alternative option available in the bar until midday.

**Bar Food and Drink** – The Retreat bar will be open from 8am and will close at 11pm daily.

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.

If you would like to join us for lunch or dinner in The Retreat we currently require you to book a table and pre-order your meal on the day. Pre-order sheets can be collected in reception and must be returned to the Bar by 11am for lunch and 5pm for dinner. (Please note that on your day of arrival you will be offered a pre-order sheet on check-in if you would like to order lunch).

**Public spaces** – **Guests are required to wear face coverings whilst moving around in public areas. We respectfully ask all guests to comply with this requirement.**


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

Hand sanitizer remains in place throughout the hotel for your use.

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/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.