



Due to the ongoing situation we have had to make some changes to the way we host our guests here at Rowton Hall. We would also like to respectfully ask you to follow a few simple guidelines while enjoying your stay with us.

Pre Arrival

- Your preferred dining times for breakfast, afternoon tea and dinner will be noted on your reservation, we would like to ask that you keep to these times to allow us to ensure suitable social distancing of all our guests.

Check In

- On check in, you will be asked a few questions and receive your welcome pack which will include details with regards to your stay with us at Rowton Hall.

Throughout your Stay

- Please do not be offended if we don't hold any doors open, this is in line with the social distancing guidelines our team will be following.
- Our team will be wearing PPE, but underneath they will all be smiling and ready to welcome you and answer any queries.
- Housekeeping - your room will not be serviced by our housekeeping team during your stay, should you need any additional towels or linen, toiletries, or tea coffee tray items then please call Reception who will arrange for these to be delivered and left outside your room.
- Our public toilets are available for guests use, but we would respectfully ask that you use the bathroom in your bedroom.
- We would like to ask that you be respectful of all the social distancing guidelines that have been issued by the government and the world health organisation.
- We have set up safety stations throughout the hotel, please ensure that you sanitise your hands while at the hotel.
- During your stay we would like to highlight that we will not be accepting cash throughout the hotel, any purchases will need to be charged to your room account or paid by card. A pre-authorisation can be made on arrival for an agreed amount but can however take up to 7 working days to release.
- If you have any concern with regards to the cleanliness of an area of the hotel please report this to the Duty Manager who will take corrective action.
- We have created one-way routes (where possible) throughout the hotel, we would ask that you please respect these and follow the routes highlighted.
- Certain items have been removed from your accommodation, these include magazines, guest directory (we have included all the important information in your welcome pack) and soft furnishings. All high touch points in your accommodation have been thoroughly cleaned prior to your arrival. We have updated our hospitality trays to include disposable cups.



- Our Restaurant, offers our new “Anytime, Anywhere” menu. This menu can be served in your room, bar, terrace, gardens or restaurant.
- Room Service, our “Anytime, Anywhere” menu is available for room service (please note that there will not be a tray charge). Please note that your room service tray will be left outside your room with a tray card noting the room service tray etiquette including tray collection.
- Breakfast, we have removed our breakfast buffet, all items are still available these will now just need to be ordered. We are offering a “Grab and Go” breakfast.
- Bar service, please note that our bar will be closed throughout your stay, instead we will be offering table service only.
- **Last food orders in our Restaurant is now 8:30pm and in the Bar will be 9pm, with beverage last orders at 9:30pm to comply with the 10pm curfew.**

Pool & Gym Usage

As we need to limit the number of guests using the leisure facilities at any one time and maintain social distancing we ask you reserved your one hour time slot once you have checked into your accommodation by dialling 814, we would like to highlight the following:

- Our changing rooms will only be available for guests who have booked to use the pool facilities, guests wishing to use the gym are required to attend “Gym Ready”
- Before your visit, we recommend you arrive ‘Pool Ready’ with swimwear on underneath your clothes to limit the time spent in our changing facilities.
- Lockers are available for swim guests and towels are available in the Spa.
- Showers, Saunas, Steam rooms, hair dryers and hair straighteners are currently not available for use due to Government restrictions relating to Covid19.

Departure Day

- We will not have luggage storage facilities while restrictions continue to be in place.
- Your Departure, we will arrange for your outstanding account to be delivered to your room, please check all the details, sign to confirm that you agree, complete the express check out envelope and leave at reception. Should you have any queries please call the Reception Team to discuss.

We will continue to update this information with the latest information regarding your stay at Rowton Hall Hotel and Spa.