

Dear valued guest,

We recognise that the COVID-19 virus has required all of us to be more mindful as we go through our regular activities and our hearts go out to all affected by this unprecedented event. We have been working hard to make sure we are ready for a safe opening and have tailored our operating processes in every department, both front and back of house, to ensure we follow every government guideline. Ultimately, as the situation and government advice changes, we will continue to adjust our procedures accordingly. We remain committed to safeguarding our teams, whilst our guests enjoy a tranquil experience during these unsettling times.

Please find below the current safety measures which are in place for the protection of our guests and staff following the Covid-19 pandemic:

Individual Reservations

- Kingfisher Hotel will allow guests who have made bookings before August 15, 2020 for stays till 31st December 2020, to modify their reservations free of charge or receive a full refund for cancellation, where applicable on flexible rate plans. This is valid for bookings made directly with the hotel or via our call centre. Please contact the hotel directly to modify or cancel your reservations.
- For bookings made through a travel intermediary (e.g. travel agents, OTAs), please contact your booking provider for assistance.
- For new reservations, we recognise the need for flexibility in your travel plans as well. Our flexible rates will now allow you to cancel up to 48 hours prior to your arrival. This is valid for bookings made directly with the hotel, from our brand website (www.kingfishercountryclub.co.uk).

Group Reservations (Block of 4 Rooms and above)

- Kingfisher Hotel will allow groups who have made bookings before August 15, 2020 for stays till 31st December 2020, to modify their reservations free of charge, as long as the new booking takes place within 6 months from original booking date. A rate supplement may apply depending on the new dates. Exceptions will be taken care of on a case-by-case basis by Hotel Management.

Our Team:

- Temperature checks will be taken for all team members daily before entering the building
- All team members will be required to wash their hands (or use hand sanitiser) every 20minutes
- All team members will be required to stay home if unwell
- All team members will be required to follow official guidance on self-isolating
- All team members will be have availability to PPE, as appropriate
- The team will follow a policy of no physical contact and maintain social distancing
- Our Food and Beverage teams will operate table service only during the Covid-pandemic

Our hotel guests

- We are asking everyone to observe and respect the social distancing measures in place
- All of our guests will be asked to complete a pre arrival health questionnaire and return it 24 hours prior to arrival
- If required by government guidelines, your temperature will be taken at the hotel entrance and if your temperature is 38 degrees of above you unfortunately, will be declined entry and your deposit refunded or your stay rescheduled.
- during your stay if you become ill or show symptoms we ask you to remain in your room and contact Reception immediately
- Your bedroom will be thoroughly cleaned with extra care and sanitisation prior to your arrival.

- Should you fall ill during your stay we can isolate you in your assigned room whilst you arrange alternative arrangements and we will be charging this at £100per night. This will include breakfast, lunch and dinner.
- Turn down service will be available upon request and for the safety of our staff, the room must be vacated by guests whilst the turn-down service is conducted
- Where possible please use your bedroom toilet rather than toilets in public areas
- Please wash your hands when returning to your bedroom
- Cash will not be accepted for accommodation and payments will be taken upon check-in using Credit/ Debit card details provided
- Your bedroom keys will be sanitised prior to your arrival. Please keep your room key with you at all times

Reception

- Reception desk are sufficiently informed about COVID-19 so that they can safely carry out their assigned tasks and prevent the possible spread of COVID-19 within the establishment. They are capable of informing guests who inquire about the establishment's policy in terms of the preventive measures established or other services that guests may require (for example, medical and pharmacy services available in the area)
- Information on our cancellation policy and the hotel's Health and Safety precautions during Covid-19 can be found in the reservation section of this letter, on our website and in the Kingfisher Hotel Covid action-plan. Upon request, we also have audio recordings for visually impaired guests.
- All our staff members have been provided with masks and other PPE to use as required, protective screens have been installed on our reception desks

Public areas

- Social distancing measures will be in place in all public areas with appropriate signage
- There will be enhanced cleaning programme in public areas including toilets with an increase frequency in disinfection of high touch areas
- Hand sanitising stations will be provided throughout all public areas
- A senior member of the team will always be available to contact should you have any covid-19 related queries
- We will continue to deliver the highest food safety standards
- In-room dining will be provided, service is restricted to delivery outside your bedroom door
- We will follow social distancing guidelines in all restaurant areas including external outside seating
- We will ensure your seating area is sanitised prior to your arrival. All non-essential items will be removed and we will not pre-set tables with cutlery and napkins; We will use paper napkins instead of linen and place on the table after a food order has been made.
- We will continue to accept cash in our restaurant and lounge but we encourage guests to use card payment. All credit card machines are sanitised after each use
- Menus will be sanitised across all outlets and in room
- We will offer our 'A La Carte' table service for breakfast, all-day dining, and dinner exclusively, unless self-service buffets are permitted by local health authorities; 'Grab and go' concept available upon request.

Spa and gym`

- All health, fitness and spa facilities including changing rooms will be disinfected on a regular basis
- Hand sanitising stations will be available in public areas throughout the spa and health club

- Signage will be displayed in all public areas to reinforce social distancing
- Gym equipment will be disinfected between each guest use; either by the guest or team member
- Fitness class sizes will be reduced to maintain social distancing
- After each class the fitness studio will be fully sanitised
- We encourage all gym users to bring their own towel and bottled water to the gym
- With our spa treatment rooms, all surfaces and fixtures will be disinfected between each client and all linen freshly changed
- All non-essential items will be removed to minimise contamination risk

Corporate events and private events

- We will follow social distancing guidelines in all function rooms with appropriate signage in place to reinforce this
- We will ensure your seating area is sanitised prior to your arrival. All non-essential items will be removed and only available upon request
- There will be enhanced cleaning programme in place for all function rooms with an increased frequency in disinfection of high touch areas
- Hand sanitising stations will be provided throughout all function rooms
- A Duty Manager will always be available to contact you should you have any covid-19 related questions
- Social distancing rules will be in place for all golf days. These will be communicated prior to all events

Guest services

- Our guest laundry service will not be available until further notice
- We will seek approval from guests in advance in order to disinfect the exterior of all guest luggage (including handles) with medical grade cleaning agents. If you wish to carry luggage please ask however we can only bring it as far as your room door.
- Housekeeping has been divided into two teams, 1 that comes in and removes used linen and items that have been touched by guests. This team will also disinfect and thoroughly clean the room. The other team will work separately from the first and will bring in new linen, amenities and will prepare the room for arrival
- We monitor the amount of people in our public spaces including allocation of seating to ensure social distancing rules can be observed. We kindly ask guests do not move furniture and are compliant with the social distancing seating