

FAQs

GUEST SAFETY AND ROUTINES

Q. WHAT CLEANING ROUTINES & RULES DOES KINGFISHER HOTEL HAVE IN RELATION TO COVID-19?

At Kingfisher Hotel, Golf and Country Club, hygiene and cleanliness is at the top of our priorities. We recognise the importance of suitable hand hygiene and encourage the recommendations from government health authorities. A strict cleaning and sanitisation programme has been considered and put into operation at Kingfisher. All staff are prepared on the recommended hygiene and sanitisation practices, and measures have been applied throughout the site to ensure guest safety.

Q. WHAT PRECAUTIONS SHOULD I BE AWARE OF WHILST STAYING AT KINGFISHER HOTEL?

Clear signage and public health stations have been located accordingly around the site at Kingfisher Hotel, Golf and Country Club. These include entrances, gardens and all other public spaces. A 1-metre social distancing rule will apply whilst staying at Kingfisher Hotel. All our team are supplied PPE for your safety and theirs.

Q. IF I CHECKED IN AT KINGFISHER HOTEL AND IT TURNS OUT THAT ANOTHER GUEST IS ILL FROM COVID-19 WHAT KIND OF HELP/SUPPORT CAN I EXPECT?

Here at Kingfisher Hotel our staff and guest's health and safety are of the utmost importance to us. Our staff are trained to handle cases of affected guests as per the advice given by WHO. Kingfisher Hotel will be following strict social distancing rules and hygiene practices as recommended by government health authorities. You can always ask a team member at the Kingfisher Hotel if you have any questions.

Q. WHAT HAPPENS IF I BECOME UNWELL DUE TO COVID-19 DURING MY STAY?

Should you be displaying symptoms of covid-19 during your stay you should follow local health authority's advice and self-isolate. Kingfisher Hotel can provide you your assigned bedroom to isolate. The room cost will be set to £100per night and will include breakfast, lunch and dinner.

YOUR STAY WITH US

Q. HOW WILL I COMMUNICATE WITH THE TEAM DURING MY STAY?

Telephones have not been removed from our hotel bedrooms for both your and our team's safety. We have WhatsApp audio and video calling available to our team will be offered and/ or communication via our hotel app.

Q. I AM CONCERNED ABOUT THE SANITATION OF ITEMS IN A HOTEL ROOM?

During these unsettling times we want to ensure your complete wellbeing and peace of mind. As a precautionary measure we have installed, brand new, Ultraviolet and Ozone Bacterial Steriliser Lamps for every bedroom. These germicidal lamps assure complete surface and ozone sterilization, reaching places you cannot see in as little as 15 minutes, effectively improving your living environment. With this investment and as an additional precautionary measure, we have been able retain telephones, tea trays, hairdryers, irons, and toiletries in our bedrooms so you do not miss out on everyday comforts.

Q. I'M TRAVELLING WITH MY BABY, ARE THERE FACILITIES AVAILABLE FOR ME?

Kingfisher Hotel has applied extra disinfectant measures for cots and child bedding and all hygiene services have been enhanced. Unfortunately, for health and safety reasons, children under 18 will not be allowed into the leisure facilities during this time.

FOOD AND BEVERAGE

Q. ARE YOUR RESTAURANTS AND BARS OPEN?

At Kingfisher Hotel we are following the advice of local health authorities. Currently all our restaurants, lounges and bars will be open from September with social distancing measures being adhered to alongside sanitisation stations and allocated seating. All public space will be well ventilated. Room service is still available to your room as a chargeable extra and delivered to your door.

CANCELLATIONS AND RE-BOOKING

Q. DO I REQUIRE TRAVEL INSURANCE?

We strongly recommend taking out travel insurance prior to booking, even for travel within the UK.

Q. DUE TO COVID-19 I WISH TO CANCEL MY HOTEL STAY, IS THAT POSSIBLE?

We are being entirely flexible on reservations made at Kingfisher Hotel. Until December 31st 2020, no deposit or advanced payments are required until the day before arrival so should you find yourself affected by Covid-19, providing 48 hours notice has been given we can arrange cancellation free of charge.

Q. WHAT IF I WANT TO CANCEL MY RESERVATION WITHIN 48 HOURS OF ARRIVAL DUE TO A GOVERNMENT ISSUED TRAVEL BAN?

For guests who need to cancel their reservation within 48 hours prior to their arrival due to government issued travel ban, please contact our team at the hotel directly.

Q. WHY CAN'T I BOOK FOR A ONE NIGHT STAY?

Due to the impact of COVID-19 and the extra measures being put in place, in some instances we are operating on a minimum two-night stay. This is due to our new cleaning and sanitation procedures for bedrooms in between each guest's stay.

Q. WHAT HAPPENS IF THE HOTEL CLOSES?

If the government issues a second lockdown, all affected reservations can be transferred or refunded, including one within 48 hours prior to arrival.