

**BOOKING TO STAY WITH US:**

Room bookings are been taken as usual via the hotel direct or on our usual booking systems. For the first initial weeks of reopening office hours will be restricted to between 9.00am and 4.00pm Monday – Friday and 9.00am – 3.00pm on Saturdays and Sundays. We will be contacting all guests 24 hours prior to arrival to ask for your estimated time of arrival so we can ensure a safe checking-in procedure and answer any questions you may have.

**STAYING WITH US:**

The safety of both our guests and staff is paramount to us and we want to do everything we can to ensure you feel safe and relaxed throughout your stay with us. All our staff have completed a Corona Proactive Training course and have been fully trained in both the extra cleaning controls required and the specialist range of products that we will be using. In the interest of all our guests we will not be offering room service if you are staying with us for more than one evening. We will replenish your refreshment supply daily and replace your towels at request and they will be left outside of your room door. Rooms will be left to rest for 24 hours on departure and cleaned and sanitised thoroughly before the next guests arrive

**DINING WITH US:**

Again, we want you to feel safe and relaxed when you are staying with us. We have therefore increased our dining space by using our drawing room for both breakfast and evening dining. We will ask you to book a time for both breakfast and dinner and do ask that you stick to this time to ensure that we can adhere to the correct guidelines. We have also covered and heated our side terrace and increased our seating capacity on the terrace at the rear of the house.

**NON RESIDENT BOOKINGS:**

We plan to open for lunch, Afternoon Tea and dinner for non-residents but pre booking is essential to ensure we can control the flow of guests at one time. We will ask for both your telephone number and home address which we will by law retain for 21 days to comply with the governments track and trace system.

Finally, as manager of the hotel, I would just like to say that although these are new and somewhat unusual times myself and all the team are very much looking forward to welcoming both new and return guests back to the hotel and please do not hesitate to call reception with any questions or concerns you may have.

With Kindest Regards

Alison Gaskell

Manager @ Burythorpe House Hotel