

LORDLEAZE Hotel, COVID 19 Response

CO-VID19 UPDATE

As our guests, you've always been our top priority. Your health and safety at the Lordleaze is our no1 priority, To make your stay here safe we have changed the way we do a few things. Apart from our service – that's still great, so you will feel right at home.

CHECK-IN

Check-in is now contactless. There will be some protective screens up too. Please don't be offended. It means we can still give you a warm welcome but reduce the risks.

We ask for Contact-less payment where possible for the time being

Please bear with us during these times as we are enhancing our cleaning rota throughout and we also have a reduced capacity

Contact us early. To reduce check-in times, if you have any requirements, please get in touch as soon as possible.

HOUSEKEEPING

Our cleaning staff are brilliant. That said, we have taken this time to refresh their expertise. They also have additional PPE to work with.

Rooms will be deep cleaned between uses. We have reduced the number of rooms in use too – this gives our team a little more time.

Single-use items will always be replaced – whether they are used or not.

We will remove menus and other reading materials. Menus will be available online and by Qr code.

RESTAURANT AND BISTRO BAR

We have made a bit more space. This way, we can stick to social distancing guidelines.

The restaurant will operate a reduced menu, and service times will be staggered or reduced. Please get in touch well in advance to help us plan your meal safely.

Whilst there may be some reductions in what we normally do – the quality will be as high as ever. We have been working with our local providers, so we know they meet our safety requirements.

OUR TEAM

Without our incredible staff, we wouldn't be able to bring you a top-class service.

All of our team have gone through updated health and safety training. All of our risk assessments have been updated too.

Every member of staff will be temperature checked - at the beginning and end of each shift.

We insist the staff stay at home if they feel unwell. We will let you know if we do ever become short-staffed – we just ask you to bear with us.

Most importantly of all – our staff cannot wait to get back to welcoming you.

Our Guests

We ask you and all of our guests to please inform us immediately if you/they are feeling unwell and isolate off site immediately.