

Food & Beverage Service:

Our Restaurant & Brasserie are open as normal from the 17th May, serving food until 9:30pm. Prior to this an outside Restaurant and Bar is available with reduced hours and menu. As we are unable to offer a buffet service Breakfast will be table service, Sunday Roasts will be available as platters to the table. Guests will not be able to stand at the bar, we will operate table service inside. For outside please be seated by a member of staff so we know where you are sat and that you

require service. Residents can fast track order at reception also to ease service for residents. Our Menus have been adjusted to make best use of fresh local produce and has been reduced a little in order that we are able to cater whilst ensuring staff can maintain social distancing. Please understand that service would not be as quick as usual with new protocols in place which we hope you can understand.

Table bookings: Table bookings can be made for a maximum of six people or two households.

Children: We would ask that children are supervised at all times and that they maintain social Distancing Protocols.

Face Coverings: Must be worn at all times inside the hotel other than when sat at table.

Dogs: Dogs must be kept on a lead at all times, if looking to have a dog sat with you whilst eating we have two designated tables location to be confirmed by our management team wherever possible we would ask Dogs are to be left in hotel bedrooms whilst you are eating or in outside areas.

Swimming Pool: The Swimming Pool will be reopening from the 17th May restrictions permitting, on a time slot reservation basis with only one slot being booked at a time.

We have a Covid secure plan in place to comply with Government guidelines. A maximum of 6 guests from a maximum of 2 households will be allowed to use the pools at any one time with at least 2 metres social distancing between households. Only one household will be allowed in the Spa Pool at any time. We ask that residents change in their bedroom with adult robes being available on request at Reception when a swimming slot is booked. We ask that you shower before using pools and also recommend showering after use as sanitiser levels are higher than usual for your safety.

The sauna is currently unavailable due to Government guidelines.

Guest Information

Covid Secure Plan



Welcome back, It is now a long time ago since we closed the doors at The Berry Head due to the outbreak of Covid 19 and the associated Pandemic. It has been a difficult time for us all I know and hopefully we have now turned a corner. I am delighted that we are now able to reopen our doors and welcome back guests, meet up again with the many that have become friends, and also to welcome those Guests who are visiting Berry Head for the first time.

We have had to make some changes to our normal way of operating the hotel which you will of course notice during your stay.

We are focused first and foremost on creating a safe environment for all our guests and our staff. We hope that despite these changes that you will

Thoroughly enjoy your visit, that hopefully the sun will shine and you will leave refreshed after the trials of the last few months. Above all we also hope that you will return in the future.

Our very Best wishes, Sarah and Edward Bence and the Team at Berry Head

Changes and Protocol:

Please find some of our protocols now in place for your reference, these will evolve with government guidelines and logistics of operation. Should you have any concerns or would like further guidance please do not hesitate to contact our management team. Please follow government guidelines at all times.

If you live in an area of the country which has been advised to STAY at home in lockdown due to a local spike of cases you must not continue with your visit.

If unwell before visiting the hotel with a temperature and Covid symptoms that are not a usual health condition that may well be contagious please do STAY at home and follow guidelines, do not continue with your planned visit.

It is a requirement for all individuals to do track and trace on arrival not just one in your party. Please note that it is a requirement to wear face masks in the public areas of the Hotel.

If you fall unwell whilst at the hotel and are staying with us please STAY in your bedroom/ apartment along with anyone in your party and ring requesting to speak to the duty manager immediately. If you would like a thermometer to check your

temperature please ask a duty manager, our staff record their temperature prior to the start of each shift.

Social Distancing: Should be maintained at 2 metres where ever possible it may be reduced outside to 1m Plus or, if not face to face and for short time periods or with other mitigations in place.

Covid Essentials: Wash Hands frequently to governments guidelines and use sanitising gel as often as you are able.

(It is available throughout the building)

Our Staff: Please be aware that our staff are operating and working in unusual circumstances and under a number of restrictions. They are working hard to look after you and we would ask for your patience.

Reception: The reception office will be open each day from 8am until 9pm after which the Duty Manager will be available to assist you. We aim to speed up check in and check out

procedures. If you require we can email your bill to you on the morning of departure so that you have time to review it privately and, if you wish to even pay it over the

telephone from your room by card to avoid having to go to the reception desk you can. We would also encourage contactless or card

payment in the hotel rather than cash where possible. It will also be of assistance to us if you book times for meals enabling us to spread the demand and speed

service. To limit contact where possible we would ask for your bags to be taken to the room by yourselves, if portorage is required we will assist.

Hotel Bedroom: To reduce risk of cross contamination we are not servicing bedrooms on a daily basis. Hotel bedroom Bed linen will be changed every third night unless you advise otherwise. A Request sheet in your bedroom will be

available to give reception each morning for anything you may need, which will be

delivered to the room. If you do require a service during your stay this maybe

possible on request, however would ask to avoid where possible.

This will also assist with our **Increased Cleaning Protocols:**

Bedrooms will be deep cleaned after each departure and prior to arrivals. Focussing on touched areas i.e. surfaces, soft furnishings, handles, switches and room equipment with D10 anti-bacterial solution to ensure your safety and confidence. These

protocols will be strictly monitored and signed off.

In public areas likewise surfaces, switches, door handles, furnishings and soft

furnishings together with public rest room Facilities will be sanitised and sprayed

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