

Food & Beverage Service: Our Restaurant & Brasserie are open as normal serving food until 9.30pm. Guests will not be able to stand at the bar, and we will operate table service inside and outside seated by a member of staff so we know where you are sat and that you require service. Our Menus have been adjusted to make best use of fresh local produce and have 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. Please be aware whilst we will always endeavour to seat guests in their chosen dining area due to reduced capacity it may not always be possible and we will be seating guests across different dining and function rooms to assist with social distancing. Your chosen menu can be accommodated in any area.

Table bookings can be made for a maximum of six people or two households / support bubbles. Up to 30 outside.

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

Swimming Pool: The Swimming Pool will be reopening for Residents from the 17th May, on a time slot reservation basis, for which we have a Covid secure plan in plan, with a maximum of 6 guests or two household / support bubbles with at least 2 meters social distancing between households. The Sauna will remain closed until further notice. One household group in the jacuzzi at one time. Pool members and apartment guests please be aware that changing rooms are closed as recommended by government guidance so arrive poolside ready. Those staying in the hotel bedrooms robes will be available at reception for you one for the duration of your stay. We ask that you shower before using the pools and recommend showering afterwards as sanitiser levels are higher than usual for your safety.

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 and understanding. We are constantly adjusting to the new systems which is not easy as I am sure you will appreciate.



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.

Please note that it is a requirement to wear face masks

in the public areas of the Hotel

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, which 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. Each individual must track & trace on arrival. Face masks must be worn in public areas of the hotel, other than when sat eating & drinking.

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, as our staff record their temperature prior to the start of each shift.

Social Distancing: Should be maintained at 2 metres wherever possible or according to government guidelines or 1meter plus with mitigating circumstances.

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 our operating and working in unusual circumstances and under a number of restrictions. They are working hard to look after you, 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.

Accommodation: To reduce risk of cross contamination we are not servicing bedrooms on a daily basis. 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. Focusing 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 regularly.

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

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, with the location to be confirmed by our management team wherever possible. We would ask for dogs to be left in hotel bedrooms whilst you are eating or in outside areas.