

# *The Dower House Hotel & Spa*

## **COVID-19 OPERATING PROCEDURES**

**Taking care of our guests & staff**

**Enhanced cleanliness & sanitisation**

**Guest bedroom sanitisation**

**Social distancing**

**Bars & restaurants**

**Spa & Wellness**

**Communication**

**Team safety**

# *The Dower House Hotel & Spa*

## **Taking care of our guests and staff**

Taking care of you is what we're here for..... The safety and well-being of both you, our guest and our team has always been at the forefront of our decision making and is our highest priority.

The Covid-19 pandemic has not only changed the way in which people operate now, but how we will all have to operate in the future too. We have been busy preparing for a new approach to working.

In the short term, there will be some changes to the way in which we operate in order to provide both you, our guests, and our team members, with the confidence that we are doing everything we can to keep you safe and well during a visit to our hotel. We will implement social distancing measures as far as possible and will be providing additional cleansing and health and safety protocols for as long as required – whilst still providing the really warm, friendly and knowledgeable service that is at the heart of our personality.

This is a living document which will continue to evolve and be updated to reflect the WHO (World Health Organisation) ongoing medical advice, client feedback and industry best practice.

We are all entering a new era in luxury travel and service and we are committed to going above and beyond for each and every one of our guests.

Our protocols include, but are not limited to:

- **Communication**
- **Team Safety**
- **Social Distancing**
- **Enhanced Cleanliness & Sanitisation**
- **Guest Bedroom Sanitisation**
- **Bars & Restaurants**
- **Spa & Wellness**

## **Our Communication**

We are committed to ensuring the most up to date information on our services is available on our website and that all team members are up to speed on all the changes.

We are reviewing the safest and most appropriate ways to provide our guests with information around our services, facilities and menus. This includes the new email that will be sent to you upon arrival where all information previously found in the bedroom directories will be detailed.

We will also be using email to offer express check in and check out.

We will endeavour to ensure that all relevant information is included in our updated confirmation emails and letters. Our team is on hand to answer and questions or queries you may have.

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## **Team Safety**

Dower House Hotel & Spa has a fantastic team of dedicated staff to look after our guests. It is very important to us that our team feel safe and secure in their working environment and to this effect we are introducing a number of health and safety commitments to ensure their ongoing well being.

- All staff will have their temperatures checked on arrival for their shifts and the results will be recorded in a confidential document held by our management team. Appropriate action will be taken to ensure the safety of both the relevant team member, wider hotel team and guests as required
- PPE will be provided to team members where appropriate including face masks, disposable gloves and additional uniform supplies, which will be washed at the hotel to ensure each item is clean at the start of every shift
- Additional hand washing procedures and records to be introduced to every shift and department
- Arrival and departure times of staff will be staggered.

All team members will undergo training around our new health and hygiene protocols ready for our re-opening.

## **Social Distancing**

It is the responsibility of every business and all of us as individuals to respect government guidelines in this area and to ensure we are respectful of the needs and concerns of other guests and staff.

Our team members will be available to escorts guests to the bedroom with luggage if required and we will be able to provide as much or as little interaction as required by each individual guest.

Seating areas will be rearranged to create the recommended spacing between guests.

## **Enhanced Cleanliness & Sanitisation**

We will be improving our cleaning procedures across both guest facing areas and staff back of house areas.

When visiting the hotel, you will find increased hand sanitisation facilities, an increase in public area cleaning protocols and an audit process to ensure that all new regimes are being implemented.

## **Guest Bedroom Sanitisation**

- Where possible we will leave rooms 'fallow' for 24 hours in between cleaning and the arrival of the next set of guests.
- Ensure all laundry is washed at temperatures in excess of 60 degrees which has been proven to kill any trace of the disease.
- Where relevant guest amenities will be replaced with single use items to minimise cross contamination – eg. tissue boxes will be replaced with an individual packet of tissues.
- We will continue to stock our hospitality trays with a range of items for your enjoyment. We guarantee that all packaged items will have been thoroughly cleaned in between each guest and disposable items will replace crockery and glass where necessary.

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- Some items you would normally expect to find in our bedrooms will be available on request.
- Each room will be sealed after cleaning ready for the guest arrival.

## **Bars & Restaurants**

- Social distancing measures will be implemented when allocating tables in our restaurant to ensure a minimum of 2 metres between each party.
- All guests must check in with the NHS track and trace system.
- All table reservations must be pre-booked and we respectfully request strict adherence to booking times in order to accommodate safe seating and reduce queuing.
- All staff will wear face masks for the duration of their shift.
- All guests must wear a face mask when standing or moving around the hotel, once seated the mask can be removed.
- Breakfast will be served slightly differently for the foreseeable future: there will no longer be a continental buffet, breakfast will be served to the table.
- Our bar and restaurant service will cease at 10pm.
- Room service is available and any applicable tray charges have been removed until further notice.
- Menus will be available on printed paper that will be used only once by each individual guest.
- We are fortunate to be able to offer a selection of private dining rooms for small, private gatherings. When you wish to reconnect with your friends and family, and when government guidelines allow, these facilities will provide perfect, intimate surroundings to celebrate those special occasions we love to share with those close to us.

## **Spa & Wellness (need confirmed procedures from Imagine Spa team)**

We are taking all recommended precautions to ensure that we are able to offer our spa & fitness facilities to our guests. Your patience and understanding to any changes in our standard operating procedures is much appreciated.

- Access to the indoor pool and thermal suite will be limited to the advised amount of people as per the government guidelines.
- The steam room and sauna will not be available until further notice as required by the government.
- Access to the facilities will be limited and controlled.
- Guests will be required to book their preferred pool visit time on arrival. Spa treatments may be booked in advance as usual
- Spa treatments will be available albeit a reduced treatment list will be offered during our initial re-opening period. Both staff and guests will be required to wear face masks during treatments.
- Client consultation forms will need to be completed electronically during this period. These forms will be emailed to guests prior to their treatments and should be returned digitally to the spa team to avoid use of paper forms.

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