

Stoke Lodge Hotel

Family Run Country Hotel by the Sea Since 1980

COVID-19 POLICY

These are strange and new times and we are all adjusting to the “new normal” we find ourselves in. To be able to open and keep ourselves, staff and guests safe and well we need to make a few small changes to the way we operate. The main things are to:

MAINTAIN SOCIAL DISTANCING
AVOID CROWDING AREAS
WASH HANDS REGULARLY

In order to keep to these we are implementing the following policies:

GENERAL

- Maintain Social Distancing
- Wash hands regularly and use hand sanitizer provided
 - Use one way system and Entrance and Exits
- CHECKING IN – arrive in the car park and phone reception (01803 770523) and we will inform you if it is safe to check in, if not wait in your car until we come and get you.
- CHECKING OUT – please phone reception from your room to check the coast is clear!
 - We require all guests contact details in our Covid Register (at check in)

RESTAURANT

- Tables of 6 maximum
- Must book your time at reception for breakfast and dinner
- Please wait to be seated by a member of staff and remain seated – table service
 - Use one way system

ROOMS

- 24 hours between guests to deep clean the room
- Kettle, cups and glasses in the room- collect tea and coffee sachets from reception as needed
 - Shampoo, shower gels and soap available from reception
 - No daily cleaning service

****If you are feeling unwell or you or a member of your household show any Covid-19 symptoms then you must stay at home****

Indoor and Outdoor swimming pools to remain closed due to government restrictions.

We are following all government guidelines to make sure your stay is both safe and enjoyable, but we do also need your help to make this possible. Please follow the rules and we ask for a little patient and understanding as we all get used to the new way of working.

If you are unsure or need any help please just ask!

We hope you enjoy your stay at Stoke Lodge Hotel!