

## RAVEN HALL RE-OPENING AFTER COVID 19 OUTBREAK

Raven Hall is delighted to re-open on May 17<sup>th</sup> 2021 continuing measures in place to ensure the safety of our guests and staff which is our top priority. Our team will be having refreshed enhanced training before we open with a focus on increased hygiene standards and new practices of operation throughout the Hotel. The keys points for your peace of mind:

- Risk assessments have been completed for both staff and guests' safety in compliance with Government/Public Health guidance
- Enhanced cleaning regimes throughout the public areas and bedrooms with additional cleaning to high point touch areas
- Additional sanitizers throughout the hotel for guests and staff
- There will be clear social distancing markers in key areas, Perspex safety screens at reception and bars
- Staff will be provided with PPE where applicable
- The restaurant has been reconfigured to socially distanced tables and a further dining room provided – booking dining times will be essential
- Extra tables for outdoor dining will be provided in the extensive gardens
- The Main Lounge has been reconfigured and 3 further public areas for lounge space provided
- Dining in the restaurant will be as normal
- The Swimming Pool is open and guests are asked to book a time slot so they have sole use of the pool and changing rooms in that period
- The outdoor leisure activities will all be open including golf, tennis, croquet, putting and garden games
- Table tennis will be available in the Games room bookable at reception
- Guests will be asked to observe the rules social distancing within the hotel and guests can dine with up to 6 people per table
- Bar and food will be table service only
- To assist with track and trace we will keep all resident and non-resident guest details for 21 days and all visitors and guests are asked to scan the QR code at reception
- A full guide to the new guest journey with full information will be provided prior to and on arrival to ensure the best experience we can provide during this period
- This will remain in place until restrictions are lifted by the Government in a few months we hope

We all look forward to welcoming you back and reservations are taking bookings and will be happy to assist with any queries and reassurances.

To book online please click below: