



THE WOOD NORTON
HOTEL & RESTAURANT

The Wood Norton Hotel

COVID 19 Secure Policy

The safety of our guests, team and local residents is always our top priority. To reassure you that we have thought of all aspects of your stay, please familiarise yourself with the following service and safety procedures that are now in place at The Wood Norton.

Our Hotel

1. Public areas reconfigured for social distancing
2. Enhanced cleaning programmes using specialist chemicals
3. Sanitising stations throughout the hotel
4. The Wood Norton is currently in the process of being awarded its Safe to Trade recognition

Our Guests

1. Pre-arrival letter will be emailed to all our guests asking you to kindly pre-book for Dinner and Breakfast with your registration card attached to be completed pre-arrival with a health questionnaire for completion
2. Guests will be required to wear mask throughout all public areas unless are exempt or are seated with food & drink
3. Minimum touch check in and check out
4. We will be working on cashless basis. Charges can be made to the room and settled upon departure
5. Bedroom keys will be sanitised prior to your use
6. To ensure the safety of our team as well as our guests within the hotel all our guests will be required to have their temperature taken upon arrival and recorded – If a guest records a temperature of over 38 degrees unfortunately we will be unable to welcome you and a full refund will be offered
7. In order to ensure the safety of our Housekeeping Team we have taken the decision that we will not be servicing rooms throughout our guests stay unless requested prior to arrival. This means a guests bedroom will be cleaned only upon departure. If you require additional toiletries or towels etc. we can provide these

Our Team

1. Heads of Department have completed COVID-19 training endorsed by the Institute of Hospitality
2. Our team members will be required to travel to work in personal clothes and change into their uniform prior to starting their shift
3. Team members will be temperature screened upon arriving to work and have appropriate PPE

Food and Beverage

1. Restaurant, Bar and Lounge capacities will be adjusted to suit social distancing along with our outside Garden and Terrace areas
2. Table service only will be available
3. Single use menus will be used within dining areas
4. Tables will be removed of all glasses, cutlery and condiments, which will be placed on the table only when you are seated

Meetings and Events

1. Meeting room capacities have been adjusted to facilitate social distancing
2. All meeting equipment will be sanitised before and at the end of each day
3. Majority of our meeting rooms have access to outdoor space