

IMPORTANT – PLEASE READ

If YOU become ill during your stay at The Earlsdale and are displaying symptoms of COVID-19 i.e. dry cough, high temperature, extreme tiredness etc...

You Must:

- Stay in your room
- Let us know via telephone, text or email that you are unwell
- If your symptoms are severe please call 111 for advice
- We will offer as much assistance as we can to ensure that you are as comfortable as possible
- If you are well enough to travel, we will ask that you return home to self-isolate as soon as possible. We will coordinate your departure to minimise risk to ourselves and other guests.
- When travelling home please do not make any stops en-route, please travel directly home.
- If you are unable to travel, we will ask you to remain in your room for the period of self-isolation. Costs for additional nights will be your responsibility.

Keeping things safe for our guests at The Earlsdale

The following recommendations will be in place during your stay to ensure your time at The Earlsdale is as safe as possible. Please let us know if you have any questions or concerns – we will be happy to help.

Arrival

- **Guests MUST wear face masks in all public areas of the building** – this includes all hallways, the bar and dining room (masks can be removed once seated).
- We ask that guests communicate a specific time of arrival where possible for check-in, if this time needs to change (due to traffic delays etc) then we ask that you call us on 01271 863653 to please let us know an estimated time of arrival.
- We will be checking in 1 room at a time.
- Guests will be able to wait in the hallway during check-in and will then be given directions to the bedroom(s).

Breakfast

- We kindly ask that breakfast is ordered the previous day and we will also ask you to specify a time for breakfast (using the Breakfast form in the room).
- We are staggering the seating times to ensure safe social distancing in the breakfast room, please note that you may be asked to change your chosen time.
- The buffet will be closed – but we will be offering all the usual items via the table service instead.

Facilities

- The bar will remain open. You are welcome to enjoy your drinks in the bar, dining room or in your bedroom – please ensure you keep a safe distance from other guests
- If guests wish to order takeaways in the evening, we ask that you give us at least 2 hours' notice, and that any takeaways are consumed in the dining room at a specific agreed time. Cold food, such as sandwiches etc may be consumed in the room.
- Payments should be made by contactless methods, either by card, BACS or PayPal – cash will not be accepted.

Departure

- We ask that guests vacate the premises by 10am and leave their room key on the table outside of the office.

If you have any questions for us before, during or after your stay please do not hesitate to let us know.

With Thanks,

Lewis & James

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