



THE IDLE ROCKS & ST MAWES HOTEL
CORNWALL

COVID-19 STATEMENT AND POLICY

We continue to maintain the highest level of cleanliness and hygiene in order to give our guests the reassurances you would expect to fully enjoy your stay with us in St Mawes.

HOTEL GUEST & TEAM MEMBER SAFETY

- Every member of our team has received full training on how to prevent the spread of Covid-19 within our hotel setting.
- Any team member displaying symptoms will be asked to stay at home and required to self-isolate prior to returning to work.
- We have hand sanitising stations throughout back of house areas.
- Any equipment utilised by the team, including phones, is being sanitised regularly.

CLEANING & HYGIENE

- Staff handwashing continues to be promoted.
- Regular cleaning of all common area surfaces using anti-bacterial sanitisers.
- Use of carefully selected cleaning chemicals approved to kill the virus.

OTHER PRACTICES

- Kitchens continue to be sanitised more frequently.
- Full Covid-19 risk assessments have been carried out by each department.
- The hotel has Covid-19 lateral flow testing kits available if required.

DELIVERIES

- Suppliers accessing the property are required to follow all SOPs and these have been communicated to the supplier in advance.
- All deliveries are deep cleaned and sterilised before storing and refrigerating.
- Delivery receiving areas are thoroughly deep cleaned and sterilised at regular intervals.

PRE-ARRIVAL

- Every guest will receive a pre-arrival email 2 weeks in advance and a call 1 week in advance of arrival.
- We will ask if you require any particular amenities in the room so these can be placed in your room before arrival.

PUBLIC TOILETS

- Regular full cleaning and disinfection.

CHECK-IN / RECEPTION

- Reduced contact and minimised time at the front desk.
- Your bedroom key will already be in the door.

GUEST BEDROOMS

- All bedrooms will be thoroughly deep cleaned between guests.
- All equipment such as glassware and coffee cups replaced between guest stays.
- Daily Service and Turn Down Service will be arranged each day, however if you would prefer that the team did not enter your room during your stay, please let reception know.

CANCELLATION

- Our standard cancellation policy applies for all bookings



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**ST MAWES HOTEL
UPPER DECK RESTAURANT & LOWER DECK BAR**

- The Upper Deck restaurant and Lower Deck bar is open to non-residents for lunch and dinner, we do suggest pre-booking all your evening meals in advance of your stay.
- Breakfast is served in our Upper Deck restaurant between 8.00-10.00am and will continue to be served as a buffet whilst cooked items from our kitchen will be served at your table.
- Please make reception aware of any dietary requirements or preferences.

**THE IDLE ROCKS
THE RESTAURANT & LOUNGES**

- Our restaurant is open to non-residents for lunch and dinner, we do suggest pre-booking all your evening meals in advance of your stay.
- Breakfast is served in our restaurant between 8.00-10.00am and will continue to be served as a buffet whilst cooked items from our kitchen will be served at your table.

THE REEF KNOT RETREAT

- Our Reef Knot Retreat will continue to be open, by appointment only.
- Our treatment room will be thoroughly deep cleaned between guests including use of our bio-mist fogging machine.

CHILDREN'S PLAYROOM

- Our children's playroom will be open to hotel residents only and thoroughly deep cleaned throughout the day.

UPDATING OF OUR PROCEDURES

We continue to monitor government and local Guidelines and will review our procedures and update as required.

The Management
The Idle Rocks & St Mawes Hotel
July 2022