



WYNYARD HALL COVID- 19 OPERATING PROCEDURES



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Our Commitment

Here at Wynyard Hall we are excited to be opening our doors on 15th July. At this time, the health and wellbeing of our guests and our staff are of top priority and we are working hard to implement new protocols across our hotel ready for our re-opening.

As part of a phased re-opening plan we have made a few changes in order to give you the confidence you need when visiting us here at Wynyard Hall. We are following all government guidelines to implement social distancing measures across the property, introducing additional cleaning in public areas and key touch-points and educating all our staff on the health and safety protocols in place.

- Wynyard Hall commit to ensuring the most up to date information on our services and protocols is available on our website.
 - We commit to keeping our staff fully up-to date on all procedures and policies. Our client facing team members will be on hand to answer any questions or additional queries you have.
 - Temperature checks will be taken for all staff members before the start of every shift. Anyone displaying a high temperature will be asked to self-isolate and follow government guidelines.
 - We are now offering a no hassle cancellation policy up to 48-hours prior to arrival. Pre-registration and payment is required 48-hours prior to check-in to ensure a smooth and safe arrival.
 - We have extended vouchers for up to 18-months.
- If in the unfortunate case, you have any COVID-19 symptoms such as fever, cough, shortness of breath, or loss of taste and smell, we ask that you contact us, and allow us to reschedule your stay.
- We have acquired the industry standard 'We're Good to Go' mark so we can assure guests that we are following all Government, Public Health England (PHE) and Visit England industry COVID-19 guidelines.

We wish you a safe and enjoyable visit,

Brian Van Oosten
General Manager



Accommodation

We are delighted to begin taking accommodation bookings from Wednesday 15th July. Our spacious bedrooms and luxurious hot-tub cottages make it the perfect luxury retreat this summer.

Enjoy a wonderful stay-cation in one of our 19 bedrooms or in one of our luxury self-catered hot-tub cottages which are the perfect home away from home.

- We are open for accommodation bookings Wednesday through Sunday only.
- Prior to guest arrival, all individuals will be required to complete a health questionnaire.
- With a newly introduced speedy check in process and staggered check in times, guests will have as little interaction as possible during their arrival.
- Sleeping up to six guests, each lodge is surrounded by gorgeous private parkland and has self-catering facilities, multiple bathrooms, a spacious lounge area and a private hot tub.
- Our cottages are now dog friendly. Why not bring along your pampered pooch and enjoy your summer break with the whole family.
- No room service will be available during our initial reopening period.
 - Hampers will be available to purchase for breakfast.





Keeping you safe

- Where relevant, guest amenities will be replaced with single-use items to ensure minimal cross-contamination. Linens, towels and robes will be professionally washed on high heat, with added sanitisation.
- Additional cleaning will be applied to the '5 Key Critical TouchPoints' including, handles, switches, remote controls, and high contact furniture.
- We have recently purchased a Fogging machine which sprays medical grade disinfectant into the air and onto all hard surfaces throughout the hotel and cottages. The fogging solution offers 30-day protection on all hard surfaces. We will be covering all areas following each guests departure and prior to a new arrival.
- No access will be made to a bedroom or cottage during a guest stay. House-keeping or Maintenance team members will only enter the bedroom on the guest's request. If a member of staff is requested to enter a bedroom whilst the room is occupied, the team member will be wearing PPE and the guest will be asked to leave the room so social distancing can be maintained.
- As an extension of social distancing measures, our minibus service will not be offered during our initial reopening period.

**View our current offers and packages online.
To book, call us on 01740644811.**

Dining

At the moment, The Wellington Restaurant will remain closed however, we have introduced alternative dining options within the business so that we can safely operate and adhere to social distancing guidelines.

- Our Gardens Café will be open Wednesday to Sunday for lunch. Lunch will be available between 10am – 4pm with a selection of sandwiches, quiches and sweet treats available to take away or enjoy in our outdoor seating areas.
- We have now introduced an Al Fresco dining menu which will be available from Wednesday 15th July between 12pm – 8:30pm to be enjoyed on our Lakeside Terrace or the Library.
Menu can be viewed online now.
- Our new Al Fresco menu includes homemade wood fired pizza, antipasti boards and flat breads which can be enjoyed with beer, wine and gin!
Menu can be viewed online now.
- Afternoon Tea will resume on 15th July between 12pm – 4pm.
- In room dining is not currently available, however, continental breakfast can be delivered to your room or hampers from our farm shop can be ordered.
- Tables for Al Fresco dining and Afternoon Tea must be booked in advance.
Book online or call on 01740644811.

Keeping you safe

- For your safety, seating areas will be rearranged to create the recommended social distancing between guests.
- Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces and shared spaces after each guest use.
 - Table service only- guests will not be permitted to stand at bars.
- To minimise staff handling, expect changes such as minimal service to tables unless requested.





The Gardens

Following a phased-reopening plan, we are proud to say our Gardens and Farm Shop have been open safely since Wednesday, 3rd June. Guests have been able to purchase products from our Farm Shop including takeaway tea, coffee and snacks and enjoy a wonderful walk around The Gardens and Woodland Walk.

The Gardens and Farmshop are currently open Wednesday - Sunday, 10am - 5pm.

- A limited menu is available in The Gardens cafe.
- Indoor seating will be available from 4th July and additional outdoor seating has been provided.

Keeping you safe

- At this time, all food will be served in single use takeout containers.
- We will be operating an increased cleaning schedule around The Farm Shop, toilets and all areas where there is a regular amount of exposure.
- Seating is located outside the Farm Shop Cafe and around The Gardens. All seating is the recommended 1m apart and we please ask you not to move chairs and tables.
- A limited number of people will be allowed into the Farm Shop and The Gardens at one time. There may be a queue whilst we admit guests, we ask for your patience whilst you wait.
- A one way system is in place. We ask all visitors to follow all signs and directions to maintain social distancing.

The Spa and Salon

We are now taking bookings for our re-opening date of 1st August. Our award-winning lakeside spa is the perfect place to melt away stress and ease worries during this difficult time. We are taking all recommended precautions to ensure our facilities can remain open and your understanding to any changes in our standardised operating process is much appreciated.

- Opening date: 1st August – Wednesday to Sunday.
- The Salon will remain closed. CACI and Natura Bisse treatments will still be available at The Spa.
- We are now offering a no hassle cancellation policy up to 48-hours prior to arrival.

Keeping you safe

- We have staggered guest arrival times as well as introducing one-way flows where possible.
- Thermal facilities including steam rooms and saunas must remain closed for now.
 - We will be extending time in between treatments for cleaning.
- Staff will wear PPE. This will include face masks and disposable gloves where necessary.
- A pre-visit health questionnaire will be sent to all guests prior to their arrival. If you show any signs of Coronavirus your booking will be rescheduled.
 - All testers in our Spa and Salon have been removed.
 - Additional cleaning will be applied to the '5 Key Critical Touch Points' including, handles, doors and high contact furniture.
 - Spa staff will be fully trained on correct safety procedures.





Weddings and Events

Our incredible Wedding and Event's team are working hard behind the scenes to ensure all those with existing bookings can reschedule their special day to a later date.

We are waiting for further government advice to advise when larger weddings and private events will be able to go ahead.

Weddings

- Weddings of up to 30 people are now permitted under government guidelines. We are currently working on new wedding packages which will be released soon.
- Wedding and event show rounds will be permitted from 4th July. All wedding show rounds must be booked in advance with our Weddings and Events team. Stricly no walk-ins.

Events

- Following current government guidelines, we have updated our website with new outdoor events that are able to go ahead safely whilst adhering to social distancing guidelines. Please keep an eye on our website and social channels for upcoming events.
- We have released our Christmas packages, however we have created new booking policies that create flexibility for guests.

Opening Dates Overview

The Gardens

The Gardens and Farm Shop are now open
Wednesday - Sunday, 10am - 5pm.

Accommodation

We will be taking bookings for stays from 15th
July, Wednesday - Sunday.

Dining

The Wellington Restaurant will remain closed and
replaced by an 'Al Fresco' all day dining menu available
on the terrace or in the library, 12pm - 8:30pm.

Afternoon Tea will be available from 15th July,
12pm - 4pm.

Spa

Opening date of
1st August - Wednesday to Sunday.

Weddings and Events

We are waiting for further government advice to
advise when weddings and private events will be able
to go ahead.