

Updated: 10/09/2020

SAFE STAY
MEET • EAT • SLEEP

COPPID BEECH

We're open!

WWW.COPPIDBEECH.COM



SAFE STAY

02

Welcome to the Copped Beech Hotel. In these unprecedented times we have created a safe way to continue to operate our business in the safest possible way in partnership with our customers. We follow the strict guidelines as set out by the Government. For individual enquires with regard to travel arrangement please contact the hotel directly on 01344 303 333.

Following Government guidelines, we will only be accepting bookings for essential travelers. The wearing of Face Coverings is now compulsory within the hotel. Hotel Management reserve the right to refuse service to anyone not adhering to these guidelines.

As per government guidelines the swimming pool and gym will be closed.

Our new "Safe Stay Policy" has been put together with our customers and employee safety as our highest priority, working in conjunction with experts to make this dynamic policy possible, Being dynamic, it will be constantly updated with government and industry advice along with our customer feedback, making our policy constantly relevant to achieve all our goals of a safe environment to stay, play and work in.

All guests are requested to comply with Track & Trace please ensure you fill out the form by visiting bit.ly/CBHtracktrace.

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POLICY

03

We have increased our already high levels of cleanliness to assist with the safe management of the COVID-19 outbreak.

Below are just some of our new additional steps which we have taken:

- **It is mandatory for guests to wear face masks in public areas of the hotel**
- Guests will be provided with relevant sanitising options whilst in the hotel within all areas
- All of our team members and contractors will be temperature checked prior to commencing work to ensure a safe environment for all
- All bedrooms and meeting rooms will have personal sanitising solutions including wipes and individual hand gels
- All touch points will be part of an in depth and constant sanitising program
- All members of staff interacting with guests will have either a face cover and glove options or various screens will be installed to assist with the social distancing rules
- Our new 'Safe Stay' quality of cleaning seals will be placed on bathroom and bedroom doors, once the rooms have been sanitised to ensure the safest possible stay for our guests
- Social distancing in all public areas will be adhered to with signage present to help advise
- Food safety policy and menu development will embrace social distancing rules
- New Room Service procedures will provide a great dining experience in your room at no extra charge
- Contactless payments will be encouraged
- Our teams have had shift patterns and work environments reviewed including the re-design of offices to ensure the best care for our team to deliver our usual high level of service safely
- Dedicated duty manager trained in our 'safe stay' policy will be available 24/7 for help and advise
- All employees will be re-trained in our 'safe stay' training
- All bookings will receive the above information in a pre-arrival pack to help understand the new policies which embrace the government guidelines

ARRIVAL

AND WELCOME



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CARPARK AND ENTRY

The Coppid Beech Hotel has an extremely spacious carpark for a contactless arrival. We have an 'in and out' system to help people social distance in our spacious reception area.

SANITISER

We will have our sanitiser stations set up, gloves and face covers provided on request if you forget your own PPE.

CHECK IN AND OUT

Check In and Check Out have been modified with a single queuing system with social distancing measures in place, for a contactless process. All key cards will be sanitised by ultra violet light.

EXTRA MEASURES

We will have new extra measures coming into place over the forthcoming weeks including remote express check-in, and 'safe stay' express check out. These new initiatives will allow our regular guests to bypass the queues and quickly check in and out of the hotel in the safest possible way.

STAY SAFE TRAINING

Our reception and Duty Management Team have been taken through our new 'safe stay' programme. They have been fully trained in matters relating to COVID-19 and all the new safety measures available to them. You will be clearly able to identify any member of the team by their badges and face covering.

SOCIAL DISTANCING

The Coppid Beech Hotel has always been one of the most spacious hotels in the local area. Our 2 metre wide corridors and double standard width staircase make social distancing easy for our guests to achieve.

NEW KONE LIFTS

We have installed two new Kone lifts for your use, if you are unable to use the stairs. As our main stairwell is double the size of most average stairwells, we will be recommending people use the stairs. If you need assistance with your luggage, we will be happy to deliver it up to your room in a safe manner sanitising your luggage handles on arrival, after you are settled in to your room.

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BEDROOMS

06

New stringent cleaning and sanitising of the rooms in our ‘safe stay’ policy will be recognised with clean quality and assurance seals. These rooms will be sanitised with the latest COVID-19 hospital grade chemicals by our trained ‘Safe Stay’ Room attendants. The seals will give you confidence that the bedrooms and bathrooms have been cleaned to the highest possible standards and checked by a supervisor before being sealed up for your use. This will give you a safe environment for the entire duration of your stay.

We will not be servicing the rooms unless you specifically ask for them to be serviced thereby protecting your environment. If you would like us to send a ‘safe stay’ trained room attendant to the room to clean and refresh your linen, please put the specially designed door hangers out, or speak to one of our Duty Managers at reception.



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07



Cleaned and sanitised with the latest COVID-19 hospital grade chemicals



30 point enhanced cleaning check list



A wider range of dishes on the room service menu to ensure you can pick something to suit your taste without having to leave the comfort of your hotel



Trained staff in 'Safe Stay'



Your own personal sanitiser spray



All cushions and throws to be removed



Sealed rooms with quality assurance



Sanitising wipes for TV control or phone for added confidence



All magazines and literature removed



Guest information on the in room media system



All touch surfaces disinfected with COVID-19 hospital grade chemicals



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ROWANS

o8

THE ROWANS RESTAURANT IS CURRENTLY CLOSED UNTIL FURTHER NOTICE.
Our room service food and drinks menu will still be available to all guests staying at the hotel.

RESTAURANT DINING

Rowans restaurant has now been reconfigured to comply with social distancing rules. Bookings will be accepted for a maximum of 6 guests per table.

The service will all be plated and served to your table in our normal high level of service and attention to detail.



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LOUNGE BAR

09

Berkshires' favourite meeting place has now been reconfigured to comply with social distancing rules.
We will only allow table service and groups of 6 (maximum) will have to book a table in advance.

THE LOUNGE BAR IS CURRENTLY CLOSED UNTIL FURTHER NOTICE.



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WELLNESS AT THE BEECH

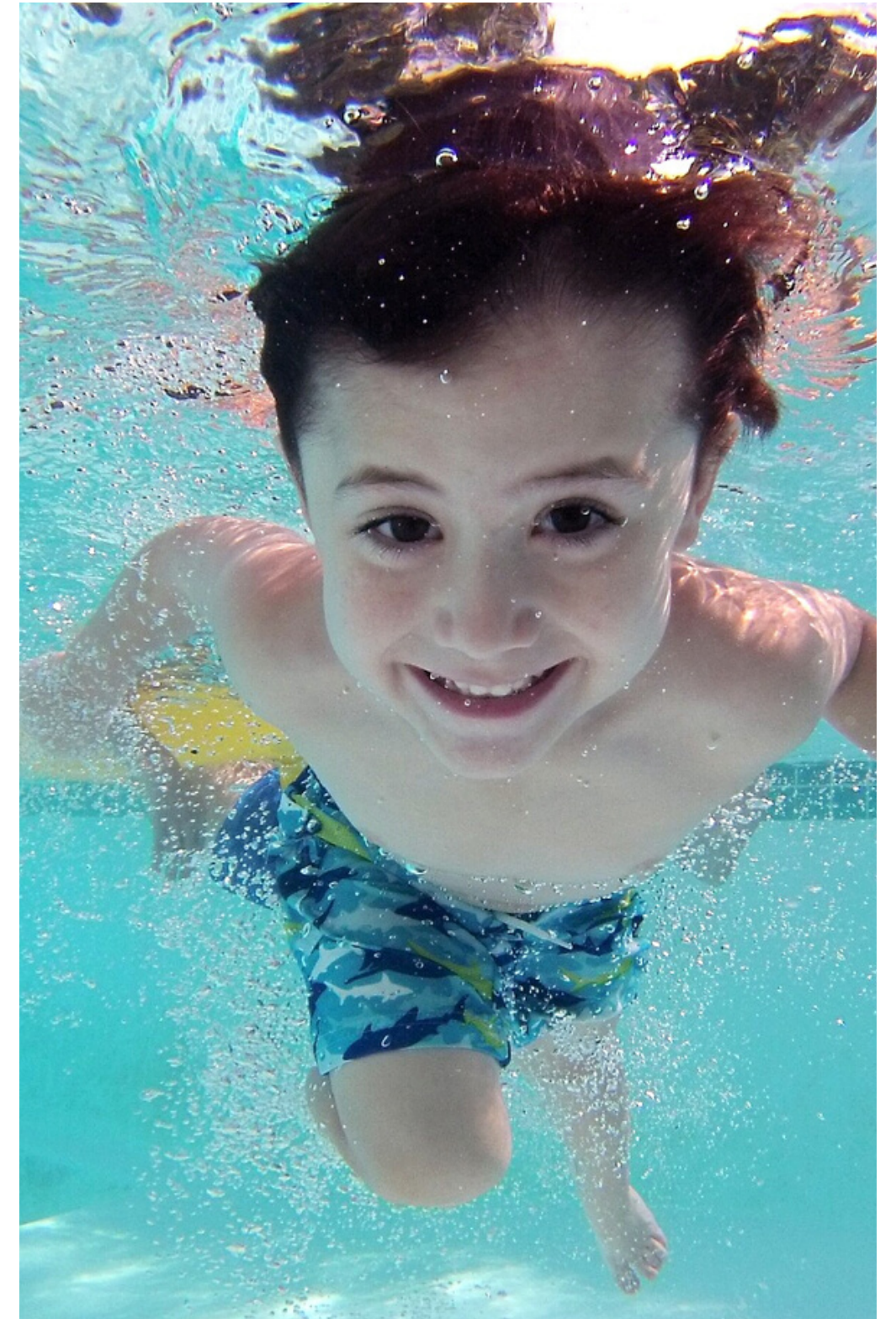
WELLNESS AT THE BEECH IS CURRENTLY CLOSED UNTIL FURTHER NOTICE.

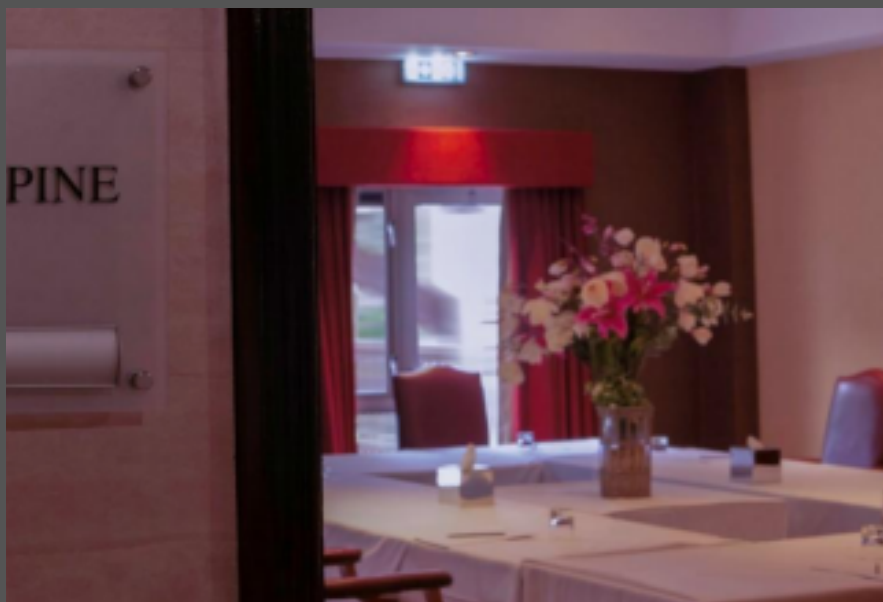
OUR NEW RULES AND PROCEDURES:

- All guests will have to book to use the pool and gym area. Please email wellness@coppidbeech.com to make a booking
- All equipment will be deep cleaned and sanitised each day
- During opening times a member of the Wellness team will be sanitising the equipment and supervising the social distancing rules
- You will be asked to sanitise your touch points on each machine and sanitise before you go in to each room of the Wellness area
- You must start no earlier than your arrival time (lounge area will be provided) and you must have left the gym no later than your finish time to allow everyone to manage the social distancing rules
- All persons using the gym will change and shower off site and not be allowed to use the changing facilities
- If you can't do this for any reason please speak to a member of the Wellness team and they will be able to arrange a hotel bedroom to be used as a changing room (however costs will apply)
- For more details on our leisure facilities please see the website

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MEETINGS & EVENTS

II

HAVING A MEETING OR A FUNCTION WITH US? WE HAVE RECONFIGURED ALL OUR BOARDROOMS AND MEETING ROOMS TO COMPLY WITH GOVERNMENT ADVICE AND THE SOCIAL DISTANCING RULES FOR MEETINGS UPTO A MAXIMUM OF 30 DELEGATES.

- Seating will be spaced to the appropriate distance as per government guidelines
- Sanitising stations in each room
- Individual waters, sweets and snacks throughout the day
- Personal Sanitising kit for each delegate
- Buffets designed with social distancing rules or plated service for all lunches or dine in our newly designed social distancing restaurant, fully air conditioned or al fresco
- The new boardrooms have state of the art air-conditioning controlled centrally or by an app on your phone. Just request how you would like to control your room temperature
- Each function room comes with the option of a social distancing terrace set up so you can work outside or inside depending on the weather
- New configuration of rooms
- We can host meetings up to 30 people with a two metre social distancing being maintained for any style of event Classroom, Theatre or Boardroom
- Studio available with professional broadcast quality equipment and green screen to transport your message to the many or the few in the best possible quality broadcast

PLEASE JUST ASK FOR YOUR REQUIREMENT AND WE WILL WORK OUT THE SOLUTION FOR YOU.

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TRIBUTE NIGHTS & PARTY PACKAGES

All packages sold in the past and moving forward have been adapted to comply with social distancing rules and government advice.

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ALL OTHER SOCIAL EVENTS

ALL SOCIAL EVENTS HAVE BEEN CANCELED UNTIL FURTHER NOTICE.

We will cater for all events, weddings, celebrations, anniversaries and employee welfare functions.

Our functions and events team will have a socially distancing meeting with you to find out your requirements and we will develop a bespoke package for you which will comply with all the social distancing rules and government advice published at the time. Delivering you a safe environment for you to have your function is our priority.

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