



## **Denbies Vineyard Hotel - Covid guidelines**

Status – 1 October 2020

As we gradually adapt to the 'new normal', we have made certain changes with the health and wellbeing of both guests and our team. Please read through the following information. For your peace of mind, in keeping with government guidelines we have introduced the following measures;

Check-in time is 3pm and check-out time is 11am

1. On arrival, please make your way to the hotel and call 01306 876777 once at the hotel entrance, a one-way system has been introduced
2. On check-in, you will be asked to reserve your time for breakfast service in the restaurant, you will also be provided with a breakfast menu for pre-orders
3. Tea/coffee making and toiletries will be provided in individual packages. Please telephone reception for replacements and these will be delivered to your room
4. Due to current government guidelines, you will be required to wear a face mask at all times unless seated at a table.

### **Cancellation policy in the event of lockdown**

1. In the event of Denbies being subject to either local or national lockdown, customers will be entitled to a refund for the full amount paid in respect of your reservation.
2. For customers subject to local or regional lockdown, unable to visit due to Covid symptoms or track and trace self-isolation, reservations can be rescheduled or credit note issued.

Please note that a full 48 hours notice will be required for any changes to reservations, outside of the standard cancellation window.

Thank you for your consideration at this time

The Denbies Management Team