

## Covid 19 Precautions and preparations.

We are very much looking forward to welcoming all our guests and team back to the Abbaye after the confinement and the closure of the hotel and restaurants.

We know that you may have some concerns about staying at the hotel and we hope that the information below answers any concerns that you may have about our preparations and procedures that we have implemented.

In response to the COVID-19 pandemic we have complied with the government's guidance on managing the risk of COVID-19 in the workplace. Due to possible changes in this guidance, operating practices and protocols will be continuously reviewed and immediately updated. The information detailed below may therefore change without notice.

To be present on property, you either need to be a guest, a staff member or a pre-authorized partner. With only 20 bedrooms spread over 5 buildings set in 8 hectares of land, we are ideally suited to allow for space.

General practices and protocols, enhanced cleaning and disinfection policies.

### Our team

- All staff must wear a mask whilst in the building.
- All staff are required to wash their hands (or use sanitiser) every 30 minutes.
- All staff must follow the policy of no physical contact and maintain social distancing of 1 metre wherever possible.
- All staff will be required to stay at home if unwell.

### Our guests

- You will be required to wear a mask when moving around the inside of the Abbaye and any other buildings within the park.
- Please respect the social distancing measures of 1 metre.
- We have cleaned and sanitised your room with extra care.
- We have removed non-essential items to minimise any contamination risk.
- Please wash your hands when returning to your bedroom.
- Sanitising gel stations are at reception and around the building.
- Lounge access has been restricted to hotel guest use only.
- We have removed all reading literature from the lounges and bedrooms to minimise any contamination risk.
- Turn down service has been temporarily stopped.

- Housekeeping services are at the guests' request. Please let reception know if you wish for your room to be serviced during the day.
- Guests are to vacate their room and ventilate prior to housekeeping staff entering.
- All literature needed in the bedrooms has been laminated and will be wiped and sanitised after each use.
- We have reduced the number of tables in all the dining rooms.
- To help with social distancing, please respect your booking times for the restaurants.
- Table layouts have been changed to help comply with the social distancing when serving.
- We have suspended all buffets. Breakfast will be served to your table.
- Room service is restricted to delivery to the bedroom door.
- Menu choice in the 1131 and Le Bistrot des Moines has been limited due to social distancing in the kitchen.
- Single use menus and laminated menus for outside use which will be wiped and sanitised after each use.

If in the unfortunate case that you have 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.

It is important to note, that for the safety of our guests and the safety of our team, that any guests displaying symptoms consistent with COVID-19 will be requested to seek medical attention. Should you be advised to self-isolate, we will request that you check out immediately and return home. Any credit owed will be reimbursed.

We ask that everyone respects the 1m social distancing guidance.

Please be patient with our team and service. This is a challenging time for all and we will do our very best to make your stay as enjoyable as possible.

We look forward to seeing you soon. Travel safely and stay well.

Clive and Tanith Cummings