



THE PHEASANT HOTEL

THE PHEASANT HOTEL – We are OPEN!

THE PHEASANT TEAM:

Our team returned to work and undertook intensive training prior to our re-opening on July 4th. We have re-opened with a few compromises - retaining our quality and services, whilst keeping everyone safe. Many of our team have worked for us for the eleven years we have owned the Pheasant and are rooted in the Helmsley area and so have an inherent interest in ensuring the highest level of safety - for themselves as well as for our guests, their families, their teams, and the business.

BOOKING TO STAY WITH US:

You can book rooms as usual via our online booking system on the website or call reception which is open Monday to Friday 9am to 5pm and 9am to 3pm on Saturday and Sunday. We will be contacting residents 48 to 72 hours prior to arrival, informing you of our new Covid procedures and will ask you for your arrival time so that we can ensure a safe checking-in procedure. Please feel free to speak to our team any time before your stay if there's anything that you are concerned about and we can talk it through with you and make sure you are comfortable with everything.

BOOKING TO DINE WITH US:

We are also taking restaurant bookings and will also try to accommodate "walk-ins" whenever possible. When booking we will need your contact details which we will retain for 21 days (under government guidelines) in case they are required for track and trace. We would ask that you please stick to your dining time to help us to maintain a smooth process throughout.

STAYING WITH US:

We want you to feel safe and relaxed when you come and visit us - we believe that the best way we can operate is by knowing who is coming, and when, so we can plan well in advance. It doesn't matter whether you are coming to us for one night or staying for a week, we will have our usual high hygiene standards in place along with extra cleaning controls and will clean and sanitise every room thoroughly. At this current time our swimming pool will remain closed. We hope that we will be able to re-open it again when government guidelines allow.

DINING AND DRINKING WITH US:

We need to ensure that your dining experience with us is memorable, efficient and definitely not sterile! As social distancing measures now stand at 1m+ we will be offering table service ONLY in the bar, lounge and on the terrace. We will not be serving drinks at the bar but as an alternative, we will offer drinks and snacks in your room and provide table service in the lounge or on the terrace. Guests are asked to stick to pre-booked dining times. Designated tables in the lounge or on the terrace and in the garden can be reserved for pre-lunch/dinner drinks. Tables will be suitably distanced, and our team will observe all social distancing procedures. Single use disposable menus and our wine list will be available in your room and we would prefer that you pre-order whenever possible. Pre- advised room service will also be an option. Our menus are slightly pared down and are available on the website for you to peruse. At breakfast we won't be setting out the continental buffet but again that can be ordered in advance and be ready and waiting for you when you come down! All in all we want your dining experience with us to be as smooth as possible whilst we ensure that our award-winning food and service are not compromised.

PRIVATE DINING AND CELEBRATIONS:

We know that many of you come to the Pheasant with family and friends to enjoy and celebrate special events (something that has been sadly lacking during lockdown) and we intend to continue to provide pre- booked private dining for groups according to availability and government guidelines. Some of you may have experienced a quiet lockdown birthday or anniversary so we would be delighted to help you celebrate in Pheasant style, so do let us know if you'd like us to look at any dates for you. Please note that to be able to do this all guests must absolutely respect social distancing, and we reserve the right to enforce this. Whilst dining together in a room will allow you to socialise, we will require everyone to adhere to social distancing as per government guidelines at the time of your stay.

ACTIVITIES IN AND AROUND THE HOTEL:

Apart from all the benefits of staying in this beautiful part of North Yorkshire – tranquillity, stunning scenery, fresh air, - there is so much to do: local walks, cycling (bike hire available), tourist attractions, the seaside, stately homes, golf, gardens, (pre-booked) picnics, fishing, horse riding - all with social distancing assured. Closer to home you can enjoy the terrace and our garden (try your skills at croquet and jenga) or if the weather is inclement you can enjoy traditional board games in the lounge.

