



THE PHEASANT HOTEL

THE PHEASANT HOTEL – Update 16th October 2020

The Pheasant Hotel is situated in a Tier 1 Area – Medium Risk

THE PHEASANT TEAM:

Our team returned to work and undertook intensive training prior to our re-opening in July. 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. Our team are now wearing face masks and we ask you to do the same apart from when seated at your table. Table service is in operation for all guests.

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 are contacting residents prior to arrival, informing you of our new Covid procedures and asking for an 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:

Lunch is the new dinner! We offer our full menu at lunch time as well as our more relaxed Bar menu throughout the day (and of course our Sunday Lunch menu every Sunday). Reservations can be made for lunch from 12 noon to 2.30pm every day.

Afternoon tea is served from 2.30pm until 5.30pm. Enjoy our delicious afternoon tea by the fire in the lounge or bar.

We recommend 2 hours for your dining experience with us and with this in mind the restaurant will now take bookings for dinner between 6pm and 8.30pm daily. We can only accept bookings of a maximum of 6 guests. If you are travelling from an area subject to local lockdown restrictions you must abide by the rules in place in your area. In some cases, this will mean that everyone must be from the same household or support bubble. Tables must be booked in advance by calling reception on 01439 771241, we can only accommodate walk-ins if we have availability. All guests will be asked to comply with the NHS test and trace system either by using the NHS QR code on your phone or leaving your contact details with a member of our reception team. We keep these details for 21 days. You will have your temperature taken on arrival. 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 is open to residents and sessions must be booked at reception.

DINING AND DRINKING WITH US:

We need to ensure that your dining experience with us is memorable, efficient and definitely not sterile! We offer 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. We are abiding by the Government curfew of 10pm for residents and non-residents. Designated tables in the lounge or on the terrace can be reserved for pre-lunch/dinner drinks. Tables are suitably distanced, and our team observe all social distancing procedures. Single use disposable menus and wine lists are available in bedrooms and we would prefer that you pre-order whenever possible. Pre- advised room service is also an option. Our menus are slightly pared down and are available on the website for you to peruse. At breakfast we don't set 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 and we continue to provide pre- booked private dining for groups of up to 6 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.

We will continue to follow Government advice and professional bodies including UK Hospitality and will communicate clearly with our guests if any changes need to be implemented.

The Pheasant is a Covid-secure business that has been awarded the AA Covid Confident shield and the VisitEngland 'We're Good to Go' kitemark. As always, the safety of our residents, non-residents and the Pheasant team is our highest priority. Please bear with us as we get to grips with these ever-changing guidelines.

And last but not least a BIG THANK YOU for all the fantastic support since we re-opened in July. The hotel has never been so busy! We look forward to continuing to welcome you and keeping you safe.

Jacquie and Peter.