



THE PHEASANT HOTEL – Update July 2021

Dear guests and friends,

After almost 17 months of closures and heavy restrictions we are delighted that as from Monday 19th July, most restrictions are being lifted and hospitality businesses will be able to return to 'business as usual'. In addition, we are looking forward to welcoming bigger groups, and holding larger events and celebrations in the hotel. We feel we have had a proactive approach throughout the pandemic, and whilst we are delighted that we are moving away from the restrictions that have impacted us all so greatly during this time, we are conscious that Covid has not gone away, and that currently cases continue to rise in Ryedale and beyond.

We are fully aware that we have a duty of care to our guests and staff to keep everyone safe and with this in mind, we have decided as a business to keep some measures in place to protect both team members and guests.

The following key elements of our COVID-19 practices will remain:

- *We request that anyone with COVID-19 symptoms stays away from the hotel. Staff members or customers should self-isolate if they or someone in their household has a new, persistent cough; a high temperature; or loses/has changes to their sense of taste or smell, even if these symptoms are mild. They must also self-isolate if they or someone in their household has had a positive COVID-19 result, or if they have been told to self-isolate by NHS Test and Trace.*
- *We will continue with our enhanced cleaning and safety protocols and hand sanitising stations will continue to be available*
- *Our staff will continue to wear facemasks and appropriate PPE when in close contact with guests inside the hotel*
- *Staff members will take regular lateral flow tests*
- *We encourage all our guests to continue wearing facemasks in enclosed spaces within the hotel*
- *All our public rooms will be well ventilated*
- *We will no longer ask our guests to complete track and trace information, pre-arrival questionnaires or carry out temperature checks on arrival*
- *We will continue to ask our guests to pre-book the swimming pool whenever possible*
- *Our 48 hour cancellation policy for rooms will still apply*

Our team and guests have been wholly positive throughout the last year and have embraced all the necessary changes we have introduced in order to become “COVID safe”. As you will appreciate, our aim, as it always has been, is to maintain a covid safe yet relaxing environment that guests and our staff feel comfortable and happy in. We will continue to review this regularly and will continue to follow and adhere to all government guidance.

Now that the responsibility has been handed over to individual businesses, we sincerely hope that you will continue to support us in our efforts to keep you, our guests, and our team members safe. As we head into a busy summer holiday period, we hope you all stay safe and we look forward to welcoming you all to The Pheasant soon.

Jacquie Silk

Hotel Owner/Director

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