



THE PHEASANT HOTEL – Update December 2021

Dear guests and friends,

We are fully aware that we have a duty of care to our guests and staff to keep everyone safe as the Covid-19 pandemic continues to affect us all and we will continue to follow all Government guidelines which appertain to the hospitality sector.

From Friday 10th December 2021, the law on face coverings is changing and guests will now be required to wear face coverings in many indoor settings. This will, by law, now include all public areas within the hotel.

Face coverings can be removed within the restaurants, lounge and bar and in private events such as Christmas parties and weddings.

Our team members are also wearing face coverings where appropriate as our aim is to maintain a Covid safe environment that guests and team members feel comfortable and happy in.

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

- *We request that anyone with COVID-19 symptoms stays away from the hotel. Any guest or staff member with coronavirus symptoms should follow current government guidelines on testing/self isolating and get in touch with NHS Track and Trace.*
- *We will continue with our enhanced cleaning and safety protocols and hand sanitising stations will continue to be available*
- *Staff members will take regular lateral flow tests*
- *All our public rooms are as well ventilated as possible taking in to account the winter weather*
- *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 20 months 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.

As we head towards the end of 2021, we thank all of our guests for their support, and as we head towards the festive period, we hope you all stay safe and we look forward to welcoming you all to The Pheasant soon.

Let's keep everyone safe this Christmas!

Jacque Silk

Hotel Owner/Director

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