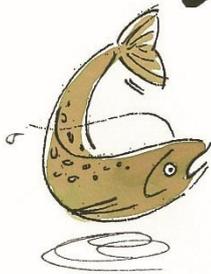


THE BELL HOTEL AND RESTAURANT

COVID-19 GENERAL GUIDELINES



The Bell
at Skerfrith



Hotel and Restaurant

THE BELL HOTEL AND RESTAURANT

Dear Guests,

Travel looks a little different right now, but our priorities remain the same. We are still committed to providing you an enjoyable, relaxing and safe experience. That commitment starts with looking at our services and processes to take steps to deliver the safest and most enjoyable experience possible.

We are closely monitoring the Government recommendations regarding the novel coronavirus (COVID-19) cases and following the guidelines approved by the local health departments.

Taking consideration from the latest Government recommended measurements, we have put together series of in-house protocols to ensure we are COVID safe.

We will do our utmost not to disrupt the usually stress-free, friendly and sociable atmosphere The Bell Hotel is renowned for and try to adapt to exactly what is necessary in these extraordinary times.

We would very much appreciate any input you feel might be necessary during this learning curve and greatly value your patience and support in these unprecedented times.

With our very best wishes,

Sarah and Team

THE BELL HOTEL AND RESTAURANT

General guidance:



We ask guests to wear to a mask upon entry and whilst moving around the premises in order to protect our staff and guests. If you are exempt, kindly let one of the staff know at your earliest convenience.



Please enter the premises through the front door and leave through the Dog and Boot Bar's door where possible. Please be patient, keep your distance and be mindful of others using the same route.



Please wash your hands as often as you can.



Please use the hand sanitizers we have provided for you.



If staying with us, for your peace of mind and ours, please use the loo in your room rather than the Restaurant ones (there are only just over a dozen stairs to the bedrooms).



If you have a Restaurant reservation, please use the loos with care and consideration. For everyone's safety, we have restricted access to the downstairs loos and will not allow people who are not customers of The Bell to use them. Please ensure you keep your distance at all times and use the hand sanitizer on your way back into the Restaurant/Bar.



Our staff has been instructed to allow plenty of space whilst looking after you. Please ensure you do the same while on the premises whether you encounter a member of our team or other guests. Sometimes it might not be possible to keep suitable distance, but please rest assured we are mindful of your safety at all times.

THE BELL HOTEL AND RESTAURANT



To avoid disappointment, we recommend customers to book a table whether they would like to have a meal or simply stop in for a drink with us. We have limited the amount of the indoor available tables and even though we have a lovely outside seating area, unfortunately cannot rely on the Welsh weather at all times. Please contact us via e-mail, social media or by phone to reserve a table. If we don't get to the phone in time to answer your call, please do leave us a message with your details and we will get back to you.



We have created more space in the Restaurant and Bars in order to provide better social distancing.



We have simplified the table arrangement which will help ensure everything is sanitized before and after use. If there is anything you might need which is not on the table, please do not hesitate to enquire with a member of staff.



If you need to cancel your Restaurant reservation, please let us know in good time so we can give opportunity to someone else to come and visit us.



Please make us aware if running late for your reservation (over 30 min). If we haven't heard anything in this time, we might have to release the table you have reserved.



If you have a room reservation and need to cancel, due to any COVID related circumstances, please do not hesitate to inform, us as there will be no cancellation fees applied to your booking.

The wellbeing of our guests and staff is of paramount importance.