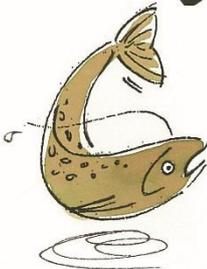




The Bell
at Skenfrith

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 with 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's recommendations regarding the new coronavirus (COVID-19) epidemic and following the guidelines approved by the local health departments.

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

We will do our utmost not to disrupt the usually stress-free, friendly and sociable atmosphere The Bell 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 we greatly value your patience and support in these unprecedented times.

With our very best wishes,

Sarah and Team





COVID- 19 General Guidance

- ✦ 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.
- ✦ On arrival, we expect we may take the temperature of all guests, using a handheld thermometer. This is a simple way to ensure low risk of transmission on the premises. Any indication of probable risk, following this check may result in denying access to the premises. If a decision such as this is made, it will be based on our responsibility to the other guests and our team.
- ✦ Please wash your hands as often as you can.
- ✦ Please use the hand sanitizers we have provided for you.
- ✦ Please wear a face mask or covering at all times unless you are seated at a table. If you don't have one, we won't be able to serve you. If you own an exemption card, kindly notify a member of staff upon entering the premises.
- ✦ 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.
- ✦ In order to comply with the Government's Track and Trace Programme, we will take your contact details upon arrival. Unless you would like us to add you to our mailing list, we will store your information for 21 days. We will only ask for the details of one person from your party. We have also displayed the NHS QR code which you can scan using their app.



- ✦ We ask all guests to leave through the side door of the Restaurant where possible. Please be patient, keep your distance and be mindful of others using the same exit route.
- ✦ The Bar will close at 22:00 as per the Government's requirement. All guests will have 20 minutes "drink up" time before they vacate the Bar/Restaurant.
- ✦ To avoid disappointment, we are now asking 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, we can't always rely on the Welsh weather. 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 contact 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. As per the Welsh Government's guidelines, only guests from the same household or extended household should be meeting together indoors. The Welsh government now allows people to get together with others outside of their household, as long as physical distancing is maintained and the size of the group does not exceed 4 people (not including any children aged under 11). If all the people attending live together, the size of the group is not limited to 4.
- ✦ 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.



- ✦ When staying with us, for your peace of mind and ours, we ask that you 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 room reservation and need to cancel, due to any circumstances within the cancellation period, we will do our best to re-let the room before applying cancellation fees.
- ✦ To further minimize the transmission risk for you and our staff, we have purchased a fogging machine which completely kills most bacteria (including COVID) on hard and soft room surfaces. The machine is being used between guests stays.
- ✦ Extraneous items have been removed from the bedrooms but are available on request.
- ✦ If staying with us for two or more nights, our housekeeping team will also check with you whether you are happy for them to make up your room. Please use the DO NOT DISTURB sign should for your room not to be made up in your absence. Instead, they will contact you and enquire if you need any room condiments replaced. If we have to enter your room, we will do so having pre-organised it with you first, as we would like to do so without your being in the room.

The wellbeing of our guests and staff is of paramount importance

04 November 2020

