



# MIDDLETHORPE HALL YORK

## Covid-19 Measures for the Safe Return of Guests

We have taken the best advice to ensure everything is in place for your visit that will be as safe as it will be comfortable and enjoyable.

The measures apply to all guests and everybody working at the hotel.

The hotel management, responsible for Covid-19 measures will be pleased to discuss them with you.



### **NATIONAL TRUST**

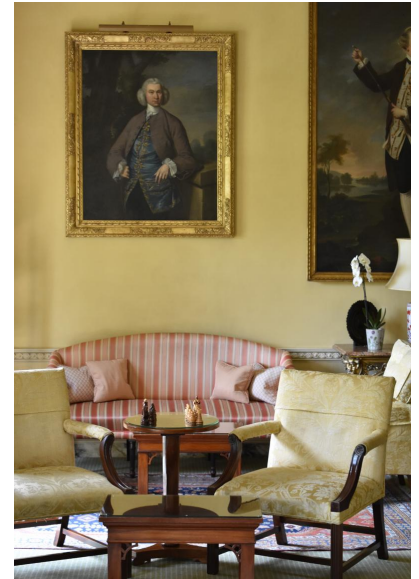
In 2008 Middlethorpe Hall,  
Hartwell House and  
Bodysgallen Hall were given to  
the NATIONAL TRUST to  
ensure their long-term  
protection



# Covid-19 - Measures For Your Safety

## FOR ALL GUESTS

- The health and safety of all our guests is our main concern.
- Please do not travel to the hotel even if you have a booking, if you feel in any way unwell.
- Please complete and return a health questionnaire the day before arrival.
- There will be a necessary temperature check upon your arrival.
- Face coverings are mandatory in hallways and public areas of the hotel and spa from 8th August.
- Please respect social distancing and any one-way systems in the property.
- No handshakes!
- Hand sanitiser is available for use at strategic points in public areas.
- Special cleaning and sanitisation of public areas and touch surfaces will take place.
- We cannot enter or park your car, and if possible please carry your own luggage.



## STAYING AT THE HOTEL



- Your bedroom or suite will have been carefully cleaned and sanitised.
- Please use the lavatory there and not elsewhere in the hotel, and wash your hands regularly.
- The toiletry bottles and safety kit in the room are yours to use at the hotel and to take away.
- The hotel is unable to provide housekeeping or turndown service when you are in the room, and are on request services.
- The hotel is unable to provide room service or personal laundry.
- If taken ill at the hotel, you must return to your room, self-isolate and contact hotel management. If necessary to return home, any balance of your booking will be refunded.
- Please return your room keys to the key box at Reception.
- Your account will be presented electronically and we are unable to accept cash.

## THE RESTAURANT

- In our three spacious dining rooms, tables have been placed at appropriate distances from each other.
- Items on tables have been reduced in number, and can be made available on request.
- Restaurant hours have been amended, and reservations at specific time for all meals are required including breakfast.
- Buffet food will not be provided: all service will be table d'hôte or à la carte.
- Menus will be simply presented on individual use sheets of paper with a reduced wine list on the reverse (menus and full wine list are available to view by email and on the website).

