



MIDDLETHORPE HALL YORK

Covid-19 Measures for the Safe Return of Guests From 30th November 2021

We have taken the best advice to ensure everything is in place for your visit that will be as safe as will be comfortable and enjoyable, as most freedoms return whilst some safety measures remain.

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.



OUR GUESTS

- The health and safety of 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.
- A temperature check is available upon your arrival.
- Please respect social distancing. Face masks must be worn in all hallways and corridors of the hotel, and in the restaurant unless seated.
- No handshakes, please!
- Hand sanitiser is available at strategic points in public areas.
- Special cleaning and sanitisation of public areas and touch surfaces will take place by staff.
- We are unable to enter or park your car.

Covid-19 - Measures For Your Safety

YOUR STAY

- Your bedroom or suite will have been carefully cleaned.
- Check-in time is from 3pm and check-out time is by 11.30am
- The hotel is unable to provide room service.
- If taken ill at the hotel, you should return to your room, self-isolate and contact hotel management. If it is necessary for you to return home, any balance of your booking will be refunded.
- Your account will be presented electronically, and card payments are preferred.



THE RESTAURANT

- In the dining rooms, tables have been placed at appropriate distances from each other.
- Face masks are to be worn in the restaurant unless seated.
- Reservations are required at a specific time for all meals, in advance.
- Buffet breakfast is not currently available.

OUR STAFF, CONTRACTORS AND SUPPLIERS are committed to guest safety, and will:

- Wear face coverings (unless exempt).
- Not attend if unwell.
- Wash and sanitise hands frequently.
- Practise social distancing.
- Suppliers will not enter the building unless agreed.

