



### **Restaurant Latest Information**

Bookings are not necessary; upon arrival our host will organise a table for you. If there is a short wait during peak times, we have plenty of outside seating overlooking Oulton Broad, or in our lounge bar inside.

Indoor service is limited to guests in groups of six or two households (no limit on number) Outside service is limited to guests in groups of up to 30 people. Each household can include a support bubble if eligible.

We are currently operating with table service; a server will take your order from your table when you are seated.

You can still enjoy our delicious carvery served to your table by completing our carvery order form. You can choose your favourite succulent meats, locally sourced and freshly prepared vegetables, homemade Yorkshire puddings, alongside your choice of sauces, trimmings, and rich gravy. Our main menu is also available, offering your favourite traditional fayre, grills and homecooked dishes.

The well-being of our customers and team members is our main priority.

We have created a safe and comfortable environment for both our customers and team members, therefore there may be some minor changes to your usual Wherry Hotel visit.

Everyone over the age of 11 must wear a face covering upon entry, exit and when not seated at a table. We have enhanced our regular cleaning regime to ensure that all surfaces and touch points are regularly cleaned and sanitised throughout the day and are deep cleaned daily.

We are strongly encouraging customers to browse menus and pay via our new Castle Carvery app using our order & pay service. Or by contactless, card payments or Apple pay when possible, to avoid customers and our team members handling cash.

Safe social distancing measures will be enforced throughout each restaurant. We kindly ask that you respect these measures during your visit, they are in place for your own safety and follow the current guidance.

To assist with the NHS Test & Trace system, please download the NHS Covid-19 app prior to your arrival and scan the QR Code to easily check in upon entry. Every customer over 16

years of age must check in by using the NHS app or complete a paper test and trace form. If a customer refuses to complete test and trace they will be refused entry.

Please always speak to a team member before you sit at a table, even if the table looks like it is available.

Children must be supervised at all times to ensure the safe social distancing measures are followed.

Finally, for your own safety and our team members' safety, please do not visit our restaurants if you are unwell or have been in contact with anyone who has Covid-19 symptoms.



### **Hotel Latest Information**

The well being of our guests and team members is our main priority.

Due to Covid 19 we have creating a safe and comfortable environment for both our guests and team members, therefore there may be some minor changes to your usual Wherry Hotel visit.

We have increased our cleanliness and hygiene procedures. We have also enhanced our regular cleaning regime to ensure that all surfaces and touch points are thoroughly cleaned and sanitised between each guest' stay.

We have always and continue to use Diversey EN 14476, who are a global cleaning and hygiene supplier for hospitality and healthcare industries. Ensuring that you can book and stay at the Wherry Hotel with confidence and security.

The procedures below are to keep our guests and team members safe.

#### **Checking in and social distancing**

Perspex screens are in place at reception to minimise contact and increase protection. Social distancing measures are also in place throughout reception. We kindly ask you to use the hand sanitiser upon your arrival.

## **Hygiene**

We have increased our cleanliness throughout the hotel, Lift controls, door handles, and handrails are frequently cleaned with Diversey EN 14476 products. In guest rooms, touch point areas such as heating controls, desks, chairs, door handles, bins, taps, bathroom surfaces, sanitary fittings and tv remotes are being thoroughly cleaned with Diversey EN 14476 products between each stay.

## **Housekeeping**

All members of our housekeeping team are in-house ensuring that we can personally achieve and monitor the highest standard of cleanliness and hygiene. Housekeeping team members have been issued with PPE, including disposable gloves and aprons alongside their choice of face mask. We have also increased additional cleanliness checks in all guest rooms. Guests can request the option to have their room cleaned on a daily basis, or when they have vacated the room to make their stay more comfortable.

## **Bed Linen**

All of our bed linen is professionally laundered at 71 degrees to ensure thermal disinfection. Extra pillows have been removed from rooms, if you require any additional items our reception team will gladly assist you.

## **Personal Protective Equipment**

The safety of all team members is paramount to us. We have issued everyone with any PPE they request, such as masks, face shields and hand sanitiser. The Housekeeping team have also been issued with additional disposable gloves and disposable aprons.

## **Flexible cancellation**

We understand the uncertainty of travelling at the moment, any guest rooms booked can be cancelled without charge with 24 hours' notice. If you wish to postpone your booking this can also be transferred to a later date of your choosing, without charge with 24 hours' notice.

## **Booking Direct**

Booking directly through our website or over the phone, will always ensure that you receive the best available price. You can also manage your booking online. If you have any additional requests, we will personally ensure they are ready upon your arrival.

**We look forward to welcoming you to the Wherry Hotel soon.**

