

# WHERRY HOTEL OULTON BROAD

## Restaurant Latest Information

We want to reassure you that, although legal restrictions have now been lifted, your safety and safety of our staff remain our priority. We will continue to offer a safe and comfortable environment to our customers. We will ensure our restaurant has adequate ventilation, provide hand sanitiser and continue to carry out enhanced cleaning throughout our sites.

Bookings are not necessary. If there is a wait during peak times our staff will organise a restaurant table for you as soon as possible. We have plenty of additional seating in our lounge, outside in our beer garden and within our FunFort play area.

There are no longer any restrictions on group booking sizes.

Customers can once again go to the bar to order food and purchase drinks or, alternatively you can order and pay via our App. If you require any assistance with ordering, our team members will be happy to help you.

The carvery deck is now open. Our chef will serve you generous slices of our succulent meats, and you can choose from our selection of locally sourced and freshly prepared vegetables, homemade Yorkshire puddings, alongside your choice of sauces, trimmings and rich gravy.

Our full menu is also available, offering your favourite traditional fayre, grills and homecooked dishes.

We are continuing with our enhanced cleaning and hygiene procedures, using advanced cleaning equipment and electrostatic fogging to ensure long lasting sanitation.

To assist with the NHS Test & Trace system we will be displaying the NHS QR Code so you can still check into our venue if you wish.

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.



### **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.

#### **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. 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.

### **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.**