



Dear Guest,

We are very much looking forward to welcoming you to Rushton Hall.

MEASURES TAKEN BY RUSHTON HALL

We wanted to give you some reassurance and confirm that we are fully compliant with the government guidelines on managing the risk of Covid-19. Offering our guests the safest possible experience remains our top priority.

An independent company was instructed to carry out a Covid-19 risk assessment and we have shared the results with our staff who have been briefed and trained. All staff will have their temperature checked upon arrival to work.

We have cleaning, handwashing and hygiene procedures in place in line with guidance.

We have taken all reasonable steps to maintain a 2m distance in the Hotel.

Where people cannot be 2m apart we have done everything practical to manage transmission risk.

As expected there will be sanitiser facilities at the entrance and in various points alongside some discreet signage to remind you to keep your distance etc. Our Housekeeping Team will make sure all contact surfaces such as door handles and guests facilities are regularly cleaned and disinfected.

WHAT TO EXPECT DURING YOUR VISIT

We want to offer our guests an enjoyable and relaxed experience in a safe environment and in order to do so we have put the below procedures in place and will ask our guests to respect and follow this advice.

Some procedures may change without notice to maintain the safety of our guests.

As you arrive at Rushton Hall, entrance to the Hotel remains through the main door.

We currently ask visitors to only attend Rushton Hall if they have a bedroom, spa or restaurant booking or by appointment.

We reserve the right to temperature check a guest.

RESTAURANT GUESTS

For Restaurant bookings, Our Restaurant Team will welcome you and take you to your table where a single use disposable menu will be provided. As per government guidelines tables will be set up just prior to your visit. Some items like sugar, salt, pepper etc. will be offered or can be requested but please note this may be in single use disposable sachets. After taking your order and delivering your food, our Team will offer efficient but discreet service and will wait for your call of attention when further assistance such as refills of tea or coffee etc. are required. Wines and waters will be first poured and left on the table for self-pouring unless otherwise requested. This is to avoid unnecessary contact with our guests in order to minimise risks.

On departure, our guests will be invited to leave by our Orangery door weather permitting, through our wonderful and manicured gardens in order to respect the one way system. We welcome guests to take this opportunity to take a stroll around the grounds. For disabled guests, alternative measures have been put in place.

Where possible we would like to ask our guests to pay by credit card or gift voucher to avoid cash handling.

Please note that all food must be consumed on the premises and cannot be taken away.

The above is a guideline and may need to change at short notice to help maintain your safety and the safety of our staff.

We very much look forward to welcoming you!

Valerie Hazelton
Owner & General Manager
Rushton Hall Hotel and Spa