

# Ensuring you a safe visit to Treloyhan Manor Hotel

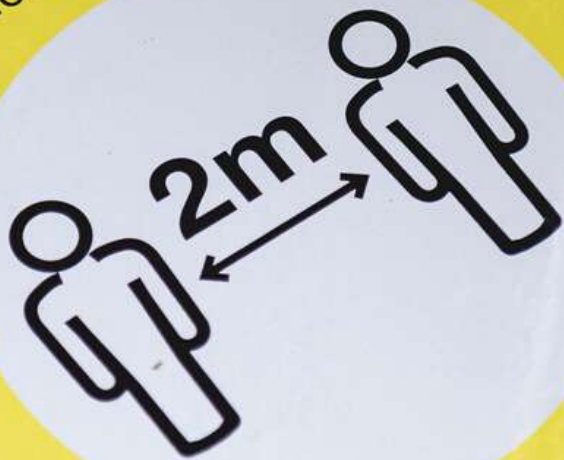


TRELOYHAN  
MANOR



## Distancing

For safety please keep  
metres (about 6 feet)  
one another in queues etc



We have a social distancing  
in place, please respect  
to the signage on

## Your safety matters to us

Treloyhan Manor Hotel are committed to ensuring the safety of your holidays and events going forwards. We are following government guidelines and adapting as they change, to enable physical distancing and safe practices so you feel confident and comfortable while you are at the hotel.

This means that your stay at Treloyhan Manor may look and feel a little different to what you have been used to, but we promise to maintain the highest standards possible, despite some temporary changes required to enable us to ensure the safety of our guests and staff.

It is worth remembering that while we are investing in implementing these measures so you can continue to look forward to your break with us, some (or perhaps even all) of these measures may no longer be required by the time of your stay.

Above all else, we know that the fresh sea air, the stunning scenery, the coastal walks and the Cornish ambience that St Ives offers will be enough to make the journey worth it, despite the temporary safety measures in place.



## What measures are we implementing?

### Food & drink

Safety practices in place include spaced dining arrangements, extended dining times, and take away food offerings.

### Guest liaison

Clear communication with guests to implement timed check-in slots for arrival, contact-free departure and personalised guest information in bedrooms.

### Bedrooms

A full audit of bedrooms has considered the removal of risk items, full sanitisation between departure and arrival, and minimising staff in rooms during a guest's stay.

### Minimum contact

New practices limiting in person contact between our guests and staff while at the hotel, as well cashless purchasing.

### Cleaning

An increased cleaning schedule – day and night – focusing on all high-touch areas, as well as bedrooms, bar and food service areas.

### Guest responsibility

Recommending safe practices to our guests, including use of hand sanitisers, following safety notices and one-way systems while on site, as well as utilising the online ordering system.





## How might this look and feel while I'm visiting Treloyhan Manor Hotel?

### Food & drink

Treloyhan Manor Hotel boasts a number of indoor areas, which means that we are able to implement adequate spacing of tables and seating in dining areas. We will also extend dining times to accommodate extra sittings. When the weather is kind enough, guests can choose to dine outside too.

### Changes will include:

- Adequate spacing in communal dining areas and allocated dining times with sanitising in between sittings
- Designated seating for guests, with no shared dining, throughout their stay
- Plated food served by staff, therefore with no shared utensil contact by guests at a buffet
- Screen guards between lounge seating, where required
- Covered food boxes and grab-n-go meals which can be collected or delivered to your chosen location
- Tea and coffee served by staff to your table
- Marked entry and exit areas to and from dining rooms
- Pre-wrapped cutlery and single use condiments
- Serving and clearing staff to wear single-use gloves, aprons and face shields
- Cash-free purchases



### **Communal guest areas**

Treloyhan Manor Hotel boasts two lounges and a main hall, with each offering natural ventilation, that can be used by guests in the hotel.

### **Safe measures in communal areas will include:**

- Spacing of seating and tables to ensure physical distancing is maintained
- Thorough sanitisation of rooms, door handles and light switches during the day and of tables and chairs after each guest use
- Hand sanitiser supplied throughout, with antibacterial wipes and gloves in WCs





## Bedrooms

While staying at Treloyhan Manor Hotel, you can retreat to your room knowing that only you and anyone you're sharing with will have been in the room.

### Changes to bedrooms for overnight guests include:

- Full room sanitisation before check-in
- No daily housekeeping service for guests staying more than one night, other than on request
- Towel change outside bedroom door, if required
- Removal of high touch items such as cushions, throws, guest information books and bibles
- TV remote controls to be wrapped in a special single-use case, which is removed and replaced for every new guest
- Hospitality tray to include single-use or easily sanitised items  
Replacement items can be supplied on request
- Room keys sanitised between guests with a no-contact drop off box for departure
- Pre arrival check in



### **Guest responsibility**

We will rely on our guests to adhere to the measures put in place, for their own safety as well as the safety of other guests and our staff.

#### **This will include:**

- Staying at home if feeling unwell, or having been in recent contact with someone diagnosed or suspected of having Coronavirus
- If symptoms appear while at Treloyhan Manor Hotel, reporting to a member of staff immediately
- Following signs for entry, exit and one way systems
- Adhering to the 2 metre distance rule
- Regular handwashing and using the hand sanitisers supplied
- Arriving during your pre-agreed check-in time slot

## Find us

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