



Cleeve Hill Hotel
Cheltenham, GL52 3PR
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I look forward to welcoming you to Cleeve Hill Hotel and hope that you, too, are looking forward to your stay. Hotels have had to follow government guidelines just as every other business and as such I've tried hard to keep things as normal as possible here. I own and operate the Hotel alone and aim to keep you as safe and sound as I aim to keep myself during your stay.

Arrival | Check in is 3.30pm and I ask that you don't arrive before then. To ensure that there is minimal cross contamination I will complete cleaning during the middle of the day and will need to take measures afterwards to ensure all tasks are completed thoroughly before your arrival. I politely ask that you take measures to ensure you aren't at the Hotel before 3.30pm as I would feel awful if you ended up sitting on the steps! Please use the sanitiser provided before ringing the doorbell on arrival.

Bedrooms | The rooms will be fairly minimal in content: guide books, tea and coffee stations, etc., have had to be removed. When you arrive I'll show you to your room and then together we can work out the things that you will need during your stay and I'll be able to give them to you. If you are staying for more than one night, I won't be able to refresh your room during your stay. Again, I have a plan to make sure this is minimally disruptive to the enjoyment of your stay.

Luggage | I won't be able to help with your luggage. However, we can take it slowly up the stairs or I can try to allocate you a lower level room if helpful. Do feel free to let me know in advance so I can do what I can to help.

Lounge | The lounge and breakfast room will be closed after breakfast to maintain a high level of cleanliness and safety for all at breakfast time. I am unable to lend items from the lounge during your stay but should you need copies of leaflets, maps or relevant local websites I can easily pass those on electronically.

Breakfast | The breakfast buffet is currently not allowed, so breakfast will be table-served. On arrival I'll ask you to complete a form so I know what continental items you would like in the morning. I'll ask for your cooked breakfast requests on the actual day. I will also need to ask you to make a reservation time for breakfast so that I can restrict the number of guests eating at the same time. It's still all the deliciousness that breakfast was before, just no self-service!

Payment | In order to try to minimise contact points I'm adding the company bank details below so you have the option to pay virtually. Should you wish to use the card machine it is still available and I will keep it sanitised. I cannot accept cash at the moment.

Second Nature Hotels | Natwest

Bank Account: 67543375 | Sort Code: 55-61-08

If you have any questions, please don't hesitate to get in touch. I really look forward to welcoming you to Cleeve Hill Hotel and providing a safe and happy stay.

Lindsey



Valid 2020

COVID-19 Industry Standard

In Partnership with;

The National Tourist Organisations of Great Britain and Northern Ireland

In recognition that this business has confirmed that they have followed government and industry COVID-19 guidelines, ensuring processes are in place to maintain cleanliness and aid social/physical distancing.

