

**THE CROWN HOTEL, EXFORD**  
**COVID-19 IMPORTANT INFORMATION FOR HOTEL GUESTS**

Due to the corona-virus pandemic we have changed some of our operational procedures to stay in line with government guidelines. Please read the information carefully and adhere to the guidelines where applicable. The safety of our guests and staff is our up most priority.

**CHECKING IN/OUT**

We have altered the check in and out times to give us more time to clean the rooms and hotel in between guest stays.

**CHECK IN: 4pm - 11pm**

**CHECK OUT: 10.30am**

Guests are requested to settle their accounts and vacate their rooms by 10.30am. **We ask that guests leave a window open upon departure so that the room is aired before the house keepers enter.** We accept cash and all major credit cards.

If you require either a late or early departure please notify reception upon arrival (late checkouts where notice has not been given will be charged £25.00).

If going out in the evening your room key will give you access to the front door should the hotel and bar be closed upon your return (the bar opening hours are currently 12-3pm and 5.30-10pm, 7 days a week).

***\*Please complete the registration form provided and post in the box at reception desk***

**ROOM KEYS and SERVICING**

Your key will be placed in your room on arrival and you should keep it with you until your departure. The room will NOT be serviced during your stay. If you require a top up or replacement of any items, ie towels, tea, coffee, etc inform a member of staff at breakfast and they will be left outside your room. We have taken measures to remove certain items from rooms to restrict the spread of any infection this also means making things as disposable as possible. **\*please note the hotel may be closed during the day so take your key with you which will give you access to the front door and your room.**

**HYGIENE and SOCIAL DISTANCING**

*Please stick to the social distancing rules (2 meters if possible or 1 meter if that's not possible). There are sanitiser stations located throughout the hotel and we recommend using these and washing your hands as often as possible. **Wearing face masks is now compulsory except when in your room or sat at your table, this applies to all meal times.** We have stringent cleaning regimes and check lists in order to reduce the risk of infection.*

**COVID-19 SYMPTOMS**

If you are displaying any Covid-19 virus symptoms during your stay should inform a member of staff and then self-isolate in your room and request a test. Should the test return positive you will be required to return home as soon as reasonably possible via your own private transport. The necessary authorities will be informed and we will follow the confirmed infection guidelines with regards the hotel.

**MEAL TIMES**

**Breakfast** - 8.00am – 9.30am     **Lunch** - 12.00pm – 2.00pm (closed Mon to Thurs lunch)

**Dinner** - 6.00pm - 8.45pm

**Bar open:** 12-3pm (closed Mon to Thurs lunch) and 5.30-10pm

**The Bar and hotel will close at 10pm prompt and there will no 'drinking up' time. Guests may take a drink to their room if required.**

Should you require dinner with us you will need to book a table in advance (max 6 people per table)

Room service will **NOT** be available at this time

Special Diets – Our chefs are happy to cater for all special dietary needs. Please notify reception.

We want your stay to be safe yet enjoyable, we look forward to having you stay with us.