

Our Covid-Care Commitment



Hydro Hotel
EASTBOURNE

OUR COVID-CARE COMMITMENT



Welcome back

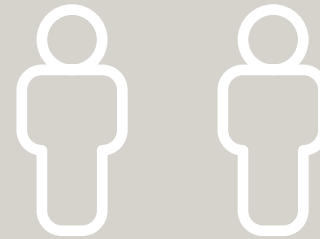
Our commitment to your safety

We look forward to welcoming guests back to stay with us and have put this guide together to update you on the latest measures. We have carefully reviewed all Government and industry requirements and guidance, adjusting the hotel to comply with these. These measures are all taken very seriously and as a result there are some changes that we have put in place.

The objective of this guide is to inform all guests of our new protocols to ensure we gain re-assurance, manage expectations and communicate our approach to likely questions. We will continue to modify this as and when directed by the Government and industry.

The Hydro has welcomed guests for 125 years and will continue to do so. With large airy lounges and restaurants, the Hydro offers extensive outdoor space for relaxing in the private gardens, dining on the terraces or strolling to the beach. Perfect for a well-deserved break after challenging times.

We look forward to extending a very warm welcome to you.



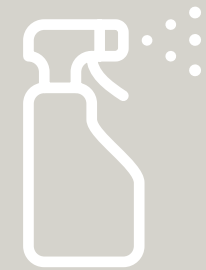
ON ARRIVAL



STAYING WITH US



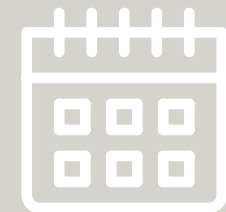
DINING



REGULAR CLEANING



PERSONAL WELLBEING



FLEXIBLE RESERVATIONS

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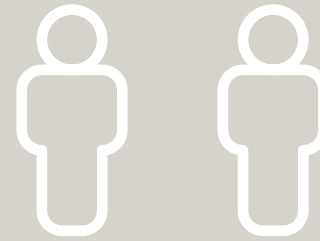
On arrival

Guests should use the side entrance located nearest the car park. A member of the team will be there to welcome you and will take your temperature using an infrared thermometer. Hand sanitiser will be available for use.

Check-in and check-out will take place at either side of the main reception counter. Footprint floor markers are in place to aid social distancing. Please take a seat in the Drawing Room during peak times.

We will be operating as a cash free business and kindly ask that guests pay by card on arrival, with purchases consumed during the stay settled by payment card on check-out. Key cards are to be placed in the dropbox at reception on check-out. All credit card payment machines and room key cards are sanitised after each use.

A group size of no more than 6 applies to all inside areas of the hotel and within our grounds.



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Staying with us

The staircases and lifts are available for use as normal, please ensure you only share the lift with members of your household. Please walk to the left and as per Government guidelines a face covering is required when using the corridors and in all public areas.

Each bedroom has had a number of items removed that include, but is not limited to, scatter cushions, bed throw, clothes brush, bottle water, notepad and pen.

Your bedroom will only be accessible by its occupants and housekeeping staff will only enter bedrooms on the 4th morning of your stay for those guests staying for longer than 3 nights; please note your bedroom will need to be vacated during this time. Housekeeping will provide top-up items such as towels and toiletries and place these outside your door. Please place items that you would like replaced outside your door in the laundry bag provided. Our maintenance team will be on-hand as usual to assist with any room issues in the unlikely event you encounter any.

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Dining

We have made some refinements and alterations to our food and beverage operation throughout the hotel.

The bar will be operating dispensing drinks only. All guests will be offered table service where the team will take your order and bring your drinks direct to you.

Breakfast will be served as a plated a la carte from 7.30 to 10am. The breakfast buffet will no longer be in use, but a wide selection of items will be available from the restaurant team. Guests must reserve their breakfast time on checking in at the hotel

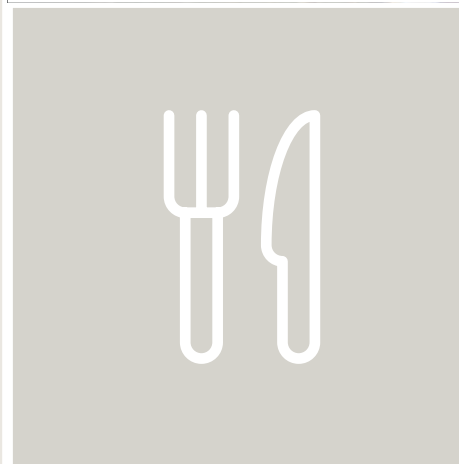
Lunch will no longer be served in the Crystal Restaurant but will be available in the Conservatory Restaurant or Lounges.

Overnight guests dining with us in the evening in the Crystal Restaurant will have the option of a two or three course dining from a comprehensive menu. Guests may continue to dine in the Conservatory or have a light bite in the Lounge.

Three course dinner with coffee is included for all guests on one of our seasonal breaks.

The team will continue to offer friendly and efficient service, but please note service may take slightly longer due to our new procedures.

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Regular cleaning

A number of enhanced cleaning measures have been put in place. The team will regularly clean all touch points such as lift buttons, door handles, credit card machines, staircase handrails and furniture.

Bedrooms will be thoroughly cleaned on checkout and will not be entered until the next guest arrival.

Restaurant and Lounge staff will wear disposable gloves in addition to face coverings and have strict guidelines in place in changing these between clearing and serving different tables.

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Personal wellbeing

Personal wellbeing and health is paramount for all guest and staff members. Our non-contact infrared thermometers will be in use for all guests, staff and suppliers entering the building. Should anyone have a temperature of 38.0° or higher they will politely be requested not to enter the premises. Please inform a team member if you are beginning to feel unwell or require use of a first aid kit. Staff are being fully trained on wellbeing, health and the new protocols in place.

Hand sanitiser in pump dispensers will be placed throughout the hotel for guest use. Team members will be wearing personal protective equipment which will consist of a face covering, plus gloves if serving food.

Face coverings should be worn in all public areas of the hotel. This includes the hotel reception, corridors, Drawing Room, Library, Jigsaw Lounge and the main areas outside the lifts and restaurant.

To limit handling, certain items have been removed from the hotel that include the guest water station, receipt wallets and drink straws.

The hair salon is open Monday to Saturday with a single stylist and guest at any one time.

As per track and trace requirements, we will be collating non-resident's contact details.

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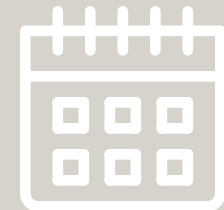
Flexible reservations

We recognise that during this time things may change. With this in mind we are offering flexibility with reservations. If circumstances change, all bookings may be moved to an alternate date of your choice.

We have introduced a free cancellation option with our advance purchase bed and breakfast rate for bookings made direct with us. Guests may telephone and cancel their reservation 7 days or more prior to the arrival date and receive a full refund.

We are very much looking forward to re-opening the Hydro and welcoming regular and new guests alike. Our team will continue to provide warm, friendly and efficient service and will assist where possible to ensure you have an enjoyable and well deserved stay with us.

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Hydro Hotel
EASTBOURNE

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