



Stay Safe with Confidence at St Martins Lodge

At St Martins Lodge, we have put in place a range of COVID secure practices to keep everyone safe which have been accredited with Visit England's 'WE'RE GOOD TO GO' industry standard.

Following the Government's changes to COVID guidelines and restrictions on the 19th July 2021, our focus remains on keeping our guests, along with our hard working and extremely dedicated team members safe.

We have updated our guidelines to keep everyone safe. These guidelines detail the specific measures that we are taking to ensure that your stay with us is as enjoyable as possible but all focussed on keeping you, along with our hard working and extremely dedicated team members safe.

GUEST CHECK-IN AT ST MARTINS LODGE

Cleaning

We've increased the frequency of cleaning and sanitising of all surfaces in our reception area located at St Martins House, adjacent to St Martins Lodge, for guest check-in.

Hand Sanitiser

Hand sanitiser stations including electronic touch-free stations, are available on entrance to the reception and St Martins Lodge for both guests and team members.

Protective Screens

We have put protective screens in place on our reception desk.

Contactless Payment

We're encouraging contactless payments. The chip & pin machines will be sanitised after every use.

Room Key Cards

Room key cards will be sanitised after use.

GUEST BEDROOMS

On top of our already rigorous cleaning processes, new bedroom cleaning protocols are in place with additional sanitising procedures implemented in our guest rooms, after guests depart and before the next guest arrives, with increased attention paid to hard and high-touch surfaces.

Limited Contact

To limit contact, we won't be servicing a room during a guest's stay.

PPE

All housekeeping team members will wear appropriate PPE.

Room Cleaning

- High-touch areas such as bathrooms and remote controls will be sanitised.
- Loose items such as pens and note pads have be removed from rooms.
- There will be hand sanitiser units and anti-bac wipes available in all guest rooms.

HOW OUR GUESTS CAN HELP US**Symptoms**

Please do not visit us if you or anyone in your household has any symptoms of Coronavirus.

Hand Washing

Please wash your hands regularly for a minimum of 20 seconds.

Pre-Payment

To avoid contact it would be great if you can pre-pay before your stay.

Express Checkout

Please use express checkout by simply dropping your key card(s) in the box in St Martins House reception.