



LANHYDROCK
HOTEL | GOLF CLUB | FITNESS SUITE

A message on Coronavirus from Lanhydrock Hotel & Golf Club

We would like to share with you an update on the important steps we are taking to keep our customers, team members and communities safe and healthy during these challenging times.

We'd like to reassure you that here at Lanhydrock Hotel & Golf Club, it's "open for business" as normal. We continue to monitor and follow Public Health England guidance - your health, safety and wellbeing will always be our number one priority.

We are intensifying our strict business protocols to ensure all team members are fully briefed with up-to-date Government guidance to ensure the Health & Safety of themselves and our customers.

Here's what we are doing to make sure we can continue to offer a safe and clean environment:

- Our already robust cleaning schedules have been enhanced to high contact areas with additional cleaning practices to minimise risks.
- Our strict hygiene practices extend to our industrial cleaning facilities for all kitchenware, crockery and glasses, using very high temperatures.
- All kitchen staff continue to maintain exceptionally high standards of safety and hygiene, at all times.
- Hand sanitizers have been placed around our establishment, at various points and in all staff areas.
- Rigorous checks are being carried out multiple times per day, and on the health of our team. We will follow NHS advice when required and any of our team who show even mild signs of flu-like symptoms will be advised to follow advice surrounding medical care and self-isolation. We are ensuring that team members will be fully supported during this time.

To further reduce risk of exposure to the virus, we ask that all our customers act responsibly - if anyone in the 7 days before their visit displays flu-like symptoms, we politely ask that they self-isolate and stay at home. Additionally, we ask visitors to sanitize their hands and be pro-active with their own hygiene during their time with us.

As we all have seen, the Coronavirus situation is changing daily, and we will provide updates as required.

We are operating with vigilance and compassion as we navigate through this difficult time together.

With our best wishes,

Clare and Graham Bond
Lanhydrock Hotel & Golf Club