

RAITHWAITE SANDSEND REOPENING PROTOCOL

Raithwaite Sandsend sits on the North Yorkshire Coastline just a stone's throw from picturesque Sandsend beach. Set in almost 100 acres of tranquil woodland and stunning gardens, we have all the desired settings required for a relaxing break.

Just half a mile drive inland are the breathtaking North Yorkshire Moors, plus Cleveland Way and local forestry's can be explored by foot or bike.

If you would prefer to stay within the Estate, we have a terrace overlooking our famed landscaped gardens, as well as a serene lake that passes through the grounds if you wish to enjoy the outdoor splendour closer to home.

We have animal-friendly accommodation subject to availability, so your beloved pets can also enjoy the fresh sea air and woodland tracks.

Your safety and wellbeing is our number 1 priority, therefore Raithwaite Sandsend will remain a private estate for the time being. Only guests, staff members or pre-authorized (and health screened) partners will gain access.

THE RAITHWAITE TEAM

- Temperature checks will be taken before starting every shift
- All team members will be required to wash their hands every 30 minutes
- All team members will be required to stay at home if unwell
- All team members will be required to follow official guidance on self-isolating
- All team members will be required to wear PPE as appropriate
- The team will follow a policy of no physical contact and maintain social distancing, wherever possible

GUESTS

- You will be asked to complete a health questionnaire and return prior check in.
- Hotel residents will receive an amenity kit on arrival, which includes sanitiser, wipes and face covering (if in line with Government Guidelines)
- Our Concierge Team won't be able to valet parked your car
- You will have to respect the social distancing measures in place
- All the rooms will be cleaned with sanitiser disinfectant spray and sealed after cleaning by our Housekeeping Team
- We have removed non-essential items to minimise any contamination risk
- Please use your bedroom toilet rather than toilets in public areas
- Please wash your hands when returning to your bedroom

- Cash will not be accepted, credit card details will be required prior to arrival to ensure contactless payment

OUR HOTEL

- The highest food safety standards will continue to be maintained
- Room service will be provided at no extra cost, service is restricted to delivery to the bedroom door
- Social distancing measures will be in place in all common areas
- A one-way system throughout the hotel will be implemented where possible
- Enhanced cleaning programme in public areas with an increased frequency in disinfection of high touch areas
- Hand sanitising stations will be provided at every doorway/key public area (front desk, restaurant, spa, toilets)
- Housekeeping will be available on request only, guests to vacate room and ventilate prior to housekeeping staff entering
- Additional disinfection will be in place of high touch room and bathroom areas (Door knobs, TV Remote, telephones)
- We have flexible terms and conditions for all individual bookings whereby you can cancel on the day of arrival

FACILITIES

- We have reduced the number of tables in our indoor outlets and expanded our outdoor spaces and food offerings
- We will limit table linens and have established strict table/chair sanitisation procedures between guest seating periods
- Salt and pepper shakers will be removed and available on request. They will be sanitized after each use
- We will not accept cash payments
- Room service will be provided at no extra cost, service is restricted to delivery to the bedroom door
- Pool capacity will be reduced to eight people per hour slot, with a pre-booking reservation system. Communal changing rooms will be closed. Guests will have to come in changed straight from their rooms. There will be a 30 minutes cleaning slot between each guests session

GUEST SERVICES

- Valet parking will be suspended until further notice
- The guest laundry service will be suspended until further notice
- Our check in and out procedure will have limited contact with team members
- Luggage handling will be modified to promote the safety of our guests and team members
- When using hotel transport all team members and guests will be required to wear a face covering

OUR TEAMS COMMITMENT TO YOU

- All team members are required to:
 - Stay home when unwell
 - Practice good personal hygiene including regular hand washing
 - Maintain social distance
 - Wear PPE where appropriate
 - Follow the company's COVID-19 Secure operating procedures
- We have changed most of our on-property team meetings to virtual meetings
- We have staggered our team's shifts and days of service and have reduced the total staff count by promoting work from home for those whose roles allow for it
- Implemented a standard that our teams will not be assigned to complete any tasks with more than two team members assigned unless they are working outside
- Our team have and will receive ongoing training
- Our team have new "no contact" protocols – including handshake

FINALLY, WE ASK THAT AS A GUEST AT RAITHWAITE SANDSEND YOU COMMIT TO:

Complete your Guest Health Questionnaire prior check in.

If in the unfortunate case, you have any COVID-19 symptoms such as fever, cough, shortness of breath, or loss of taste and smell, we ask that you contact us, and allow us to reschedule your stay.

It is important to note, that for the safety of our guests and the safety of our team, that any guests displaying symptoms consistent with COVID-19 will be requested to seek medical attention. Should you be advised to self-isolate, we will request that you check out immediately and return home. You will be refunded the balance of your stay.

In addition to hand sanitisers placed throughout, we will provide a guest amenity kit that includes hand sanitizer, masks, and additional sanitisation wipes.

WE THANK YOU FOR YOUR KIND SUPPORT AND UNDERSTANDING DURING THESE CHALLENGING TIMES. WE HOPE TO SEE YOU AT RAITHWAITE SANDSEND VERY SOON.