



# Welcome back to the Pier Hotel

## Dear valued guest,

We've missed you and look forward to welcoming you back to our lovely hotel. We have put into place some enhanced health, safety and cleanliness procedures so we can provide you with a safe, relaxing stay. These include comprehensive sanitising procedures and physical social distancing measures in:

Guest bedrooms	Corridors
Bars	Kitchens
Restaurant	All public areas
Lift	Back of house

## 360 Clean

All areas are sanitised with STERIZAR (cert. EN14476) a bio-fogging system whose positively charged ions enable it to adhere to any surface it comes into contact with, including the underside of furniture, walls, ceilings and air conditioning. A cleaner is on hand at all times to ensure public areas and shared spaces are regularly cleaned. All high-touch areas are thoroughly sanitised throughout the day.

## Check-in

We've introduced a screen and sanitiser bottles at reception. Pen and counter are sterilised after every check-in.

## Guest Rooms

Our meticulous housekeeping staff have put into place extra precautions using advanced grade disinfectants, ensuring thorough sanitation of touchpoints like remote controls, door knobs, hairdryers, phones, taps, toilet flush, aircon controls, light switches, cupboard doors and drawers. All rooms are sanitised after every check-out using the bio-fogging system. Non-essential amenities like the compendium, pens, extra pillows and throws have been removed, and face masks are provided if you wish to use them. Our room service policy has been updated to ensure safe and distant delivery.

## Bars & Restaurant

We've removed a number of tables and chairs to reduce capacity and help social distancing. We also have a door-in and door-out system for the public with sanitising points at the entrance, exit and inside the premises. Single-use menus are available and all unnecessary items have been removed from tables, which are sanitised before and after you eat. Booking a time slot for breakfast will help to minimise guest numbers.

## Staff Awareness

Our staff are trained to keep you safe so you have a great hotel experience. They are health-checked with an infrared thermometer at the start of their shift. They hand-wash and sanitise frequently and make sure they constantly maintain social distancing.

## Physical Distancing

The safety of our guests and staff is paramount. We encourage physical distancing with reminders and markers around the hotel, and furniture has been re-arranged in public areas to encourage this. Hand sanitisers are available throughout the hotel. Our suppliers are very supportive and have committed to observe all the new guidelines.

Hope to see you soon for a safe visit and great break.

*The Pier Hotel Team*