

The St Margarets Hotel commitment to our guest's health

As always, the health, safety and security of our guests and staff remains a high priority. The hotel Management is flexible about bookings, is reasonable about cancellations and is a safe place to stay and work in.

Travel Flexibility

During these uncertain times, we want to help our guests arrange a stay that suits them. To help our guests the hotel is offering:

- Unlimited postponements to bookings until the 31st of December 2020 at no cost. (This applies to the same type of room or agreeing to pay a possible difference in rate if a higher standard room is available).
- Our cancellation period has been reduced from four days to 24 hours. We also understand that around each cancellation is a unique set of circumstances. Our staff will be happy to discuss your cancellation with you to see how we can help each other.
- Some bookings may need to be modified. These changes can be discussed with our staff by email: reception@thestmargaretsotel.co.uk or directly phoning reception on +44 (0)1865 433864.

Health and Hygiene

The safety of guests and staff continues to be a high priority in the operation of the hotel. Additional safety measures have been introduced based on current 'best practice' and advice from reputable organisations such as the WHO. These revised standards include:

- Enhancing the cleaning regime of rooms to ensure that high touch areas such as door handles, light switches, and the TV remote are disinfected and clean thoroughly.
- Increasing the amount and level of cleaning in common areas and all high touch objects.
- Making available hand sanitisers for use by guests in common areas.
- Reducing the amount of paper that is handled by guests and staff.

- All staff have been provided with personal protective equipment which they will wear while on duty.
- In spaces associated with 'behind the scenes', increase hand washing, and cleaning of these areas, focusing on the high-touch areas, will occur more frequently.

The company is always reviewing its cleanliness and hygiene protocols. As new technologies become available and better methods are recommended, the hotel will further upgrade its protocols in line with these recommendations.

The hotel is willing to answer any questions regarding bookings, cancellations and hygiene that you may have. Send these questions by email to reception@thestmargaretsotel.co.uk or directly phoning reception on +44 (0)1865 433864.



Tim Kourdi – Owner