

COVID-19 POLICY

Lavender Hotels have adopted the “Safe, clean and legal” kitemark through our franchise partner Best Western. This is inspected by the local Environmental Health Officer and also audited by the independent organisation Quality in Tourism. We are proud to say that we have been awarded a kitemark that demonstrates our commitment to the importance of these measures.



- **Sanitisation stations** are located at the hotel entrances and as you enter specific areas of the hotel.
- **Social distancing floor mats and signs** are in operation to remind you to keep to the required distance.
- Guests will be issued **small sanitisation packs** to use during their stay.
- **We have an App.** Yes you'll be able to download an app from the usual stores free of charge in order to get all the information you could possibly need about the hotel. Furthermore on this app we have great features like a live text service, you can even check in through the app and view our menus. Of course if you want to you can still just talk to us like you always have done.
- **Our colleagues** whether delivering to your table or room **will be wearing PPE.**



- **Breakfast will be a little different**, gone are the buffet tables and replaced by table service. If it's a full English breakfast you like then we will serve it you along with various other treats.
- Within bars and restaurants the **tables will be further apart.**
- **Room service will be free of charge** and social distance protocols when delivering will be taken



- **Rooms will be left vacant 24 hours between stays**, ensuring your bedroom, bathroom are all sanitised and ready for your use.
- **Our hotel bedrooms don't have centralised air-conditioning.** Our rooms are self-ventilated meaning during your stay you'll have fresh air circulating throughout the room.



- We will operate a **booking system** to allow members and guests to be allocated a time in which to work out, swim or just relax.

We're working hard to make sure you have a safe, fun and enjoyable visit to one of our hotels. We'll keep an eye on these measures and will continue to update them in line with expert advice.