



SAFE

COVID-19 Information

Dear Guest,

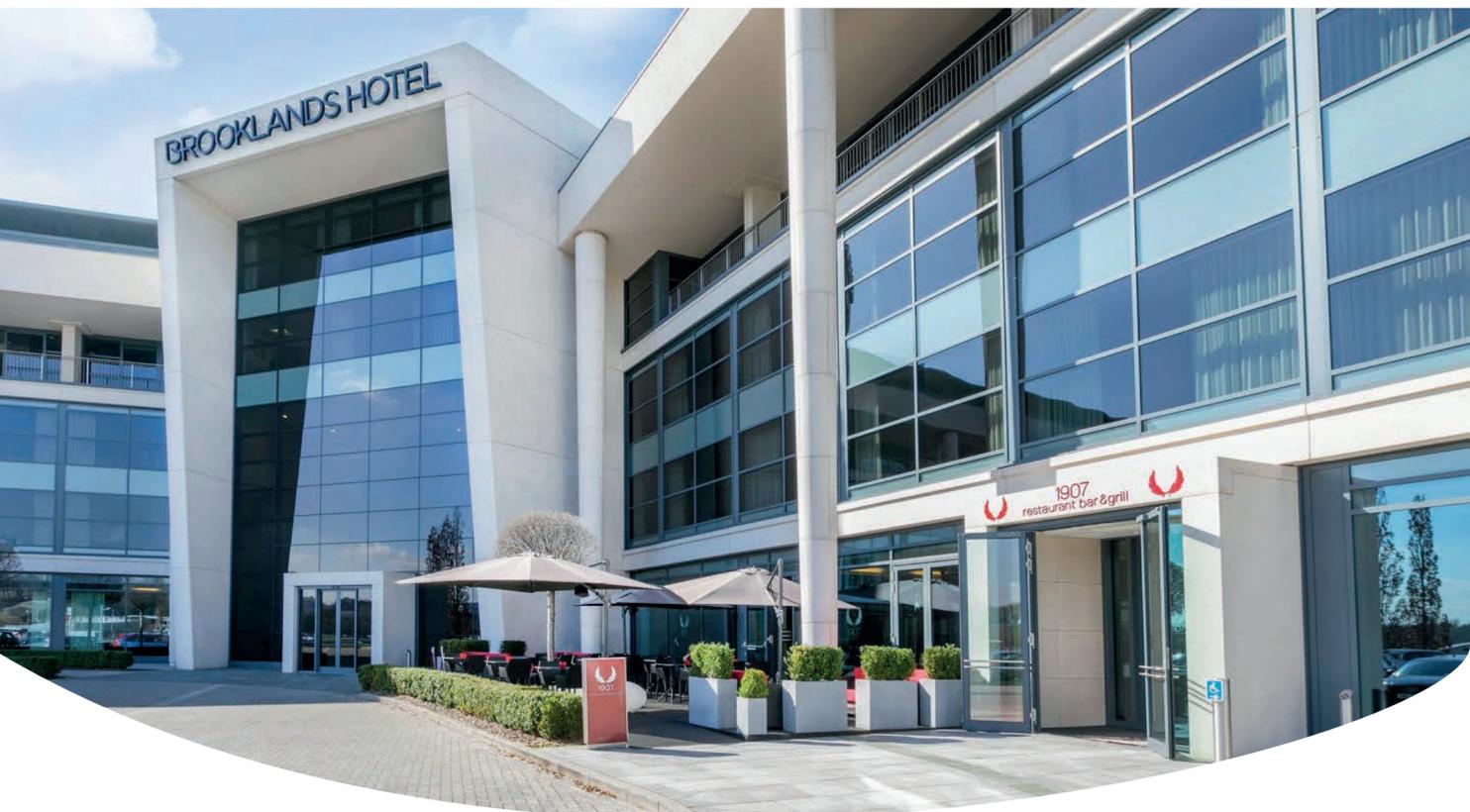
We understand your first priority when booking a hotel room, organising or attending an event is your health and wellbeing. At Brooklands Hotel & Spa, this is our priority too.

Whilst we realise that the government has lifted COVID restrictions, we still have your health and wellbeing in the forefront of our minds.

Below are listed the measures we are taking to minimise the risks of spreading Coronavirus.

We look forward to welcoming you to Brooklands Hotel & Spa, where you can feel at ease, relax and enjoy your stay.

Marco Gervasoni, General Manager



Sanitising:



Hotel air conditioning and fresh air supply systems are sanitised with specific COVID disinfectant products.

Guest bedrooms:

Guest rooms are sanitised using specific COVID-19 disinfectant products, with particular attention to objects that are frequently touched.

To minimise contact with your bedroom during your stay with us, we will only refresh your room every third day (after the second night). Should you wish for your towels and toiletries to be replenished prior to this time, please do contact our Make Your Day Team.



SPA

Our already high-level sanitation standards at the spa will be enhanced to guarantee the utmost safety and hygiene.

The spa facilities will be cleaned with COVID approved disinfectants.

We are offering timed access to the spa facilities, which must be pre-booked.



Staff Training

All of our team have been trained on compliance and monitoring of health and safety protocols adopted following World Health Organisation and UK government regulations.

The above guidelines will be constantly updated following regulations updates.



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For more information visit:

www.brooklandshotelsurrey.com Tel: 01932335700



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Meeting & Events COVID-19 Information

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- Our Meeting & Event Coordinators will supply all the safety & hygiene information you need to ensure you have complete peace of mind that you and your delegates are meeting in a completely safe and organised environment.
- One of our 'B-Safe' Team Players will be on hand to meet and greet and direct you and your delegates to your designated area. They will also provide you with a disinfected key card for your meeting room.



- Our meeting and event spaces, along with the entire hotel will be thoroughly cleaned prior to your event. We will also be re-cleaning more frequently throughout the day.
- Our audio visual projection equipment is wireless, so there is no need to have to touch anything but your own laptop to project your presentation.
- Refreshment breaks food options are prepared with our utmost safety processes and in line with WHO food preparation guidelines.

- To prevent staff entering or you, as the organiser, leaving your meeting room unnecessarily, we will provide you with a tablet that displays our Brooklands Hotel conference app whilst on site to enable you to contact the team should assistance be needed during your event.



- Every single Brooklands Hotel 'B-Safe' Team Player has received further training in COVID health and safety, and our kitchen team adheres to government recommended food preparation standards.
- Hand sanitiser units are available at the entry and exit points of your meeting rooms and in the events lobby for your delegates to use throughout your event.



- Our Zoom video conferencing offering is available should you need to meet with associates/clients that are not in attendance at your meeting or conference.



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