



THE VIEW
HOTEL

WELCOME BACK

TAKING BOOKINGS NOW
REOPENING 4TH JULY 2020

[READ OUR 'SECURE STAY' POLICY](#)

mHOTEL
MANAGEMENT LTD.



OUR SECURE STAY POLICY

Safety is very important to us at the View Hotel and Cliffe Lounge Bar & Kitchen, so we have made the decision to be even more cautious when we reopen to our loyal supporters and first-time users. We have established new procedures following advice from both the World Health Organisation and the Health & Safety Executive to ensure your visit is safe and memorable.

Each department will now implement these new ways of working to ensure the highest levels of safety possible. In this way, they can manage the reopening process in a comprehensive way that covers all aspects of the operations.



SAFE HOTEL

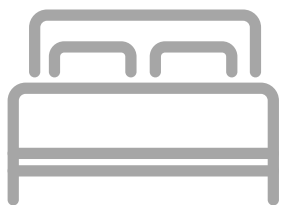


CHECKING IN

- Upon entering, you will notice a floor sticker asking you to wait and keep your distance if another guest is checking in. If no one is ahead of you, please feel free to approach the reception desk. You will be greeted by our friendly reception team behind a protective screen and you will also find hand sanitiser available. We ask that you kindly sanitise your hands at the desk.
- We will ask you to complete Check in via our iPad using a sanitised Stylus Pen.
- Our reception team will be sanitising their hands after every check in.
- You will receive a sanitised keycard to access your bedroom and main hotel entrance.
- Our usual portage service will no longer be available to keep you and our team safe.

OUR LIFT POLICY

- Our new lift policy indicates that only one room can use the lift at any given time. We have also installed a hand sanitiser in the lift for your use.



SAFE HOTEL



HOUSEKEEPING DURING YOUR STAY

- We will not be entering your bedrooms during your stay, this is to keep you and our team safe. If you require any extra amenities or linen, we are more than happy to deliver this to your door. Any rubbish you would like us to take away, please leave outside your door.
- Room amenities will be reduced and limited to essentials only and rooms will be disinfected after every checkout with WHO approved chemicals in a fogging machine through atomisation.
- There will be regular sanitising routines and overnight disinfecting of all areas and hand sanitising stations available at all entrances and staircases.
- Bathrobes in our Signature rooms will be cleaned in line with our usual procedure and disinfected.
- PPE packs are available upon request should you wish to use them which include a disposable mask, pair of disposable gloves and one hygienic cleansing wipe. You can ask for this at Reception at any time.

DEPARTURE

- We will be implementing a 'Contactless Check Out' procedure on departure.

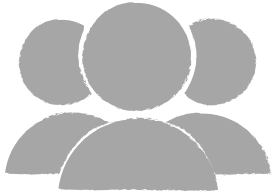


SAFE DINING



EXTRA MEASURES

- Tables and chairs are suitably distanced in accordance with the 'one metre plus' government guideline.
- Contactless payment will be preferred throughout the hotel.
- PPE is available to our guests upon request.
- Condiments will be regularly sanitised and cutlery will be individually wrapped.
- Extra precautions will be taken when preparing your food and drinks. Our team are reminded to wash their hands regularly.
- There will be regular sanitising routines and overnight disinfecting of all areas and hand sanitising stations available at all entrances and staircases.
- Menus will be available to view digitally on our website if you wish to do so.



SAFE TEAMS

- Our Teams will complete compulsory training in collaboration with FLOW Training before returning to work, this will ensure they are safe and ready to make your visit memorable.
- PPE is available for their use and our team are reminded regularly to wash their hands and to keep their uniform clean and tidy at all times.
- We will be checking our team's temperatures at the start of every shift.
- The interaction with Guest and Customer will look different but still feel the same.





SEE YOU SOON

STAYCATIONS BY THE SEA | OUTSIDE TERRACE |
DELICIOUS FOOD AND DRINK

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