

## **New guidelines for when we re-open on July 13th.**

We are happy to announce that from the 13th July 2020 we will be re-opening our accommodation, under a self catering basis.

The safety of our guests & staff is - and always will be - our number one priority and we are continuing to adhere to specific guidance set out by the Welsh Government. We are reacting to guidance as it is announced and will update this page accordingly.

Please take time to read through the following information thoroughly, so you know what to expect during your stay with us.

### **WHEN CAN I STAY?**

From Monday 13th July we will be re-opening our 5 en-suite bedrooms on a self catering basis.

### **WHERE CAN I EAT DURING MY STAY?**

Please note that our on site kitchen will NOT be open serving the usual tapas menu. That being said, there are a number of businesses that are providing a take away serving including (our sister restaurant) The Rake And Riddle, Paprika India takeaway, and Roma fish and chip shop which you are more than welcome to bring back to your room.

Gower Gelato is also open, again only as a take away service.

Breakfast hampers will be available and delivered to the room between 8pm-10pm at the cost of £7.50 per person

For any enquiries about what's available for breakfast feel free to call 01792 850777 or email [\*\*alex@theestuarygower.co.uk\*\*](mailto:alex@theestuarygower.co.uk)

### **WHAT ARE THE ROOM RATES?**

The rate will be as followed, please note that breakfast will not be included in the price, although breakfast hampers will be available and delivered to the room between 8pm-10pm at £7.50 per person.

### **WHERE CAN I BOOK?**

Rooms will be bookable through our website [\*\*www.theestuarygower.co.uk\*\*](http://www.theestuarygower.co.uk) or through [\*\*booking.com\*\*](http://booking.com)

### **WHAT OTHER AREAS OF THE HOTEL WILL BE ACCESSIBLE?**

From the 13th July our beer garden will be open for take away beverages from our bar.

Please note that social distancing rules will apply whilst in our beer garden and there will be a queuing system to be served at the bar and contactless payments

is preferred during this time.

Also, Gower gelato (adjacent to the hotel) will be open for take away, again, a social distance queuing system will be in place and contactless payment is preferred.

#### WHICH OTHER AREAS OF THE GOWER CAN I ENJOY DURING MY STAY?

From Monday 6th July , the 5 mile travel restrictions in Wales will be lifted, therefore beaches in the local area and other attractions will be available to you to visit.

The Estuary to Oxwich = 19 minute drive

The Estuary to Rhossili = 27 minute drive

The Estuary to Llangennith = 18 Minute drive

The Estuary to Mumble = 24 minute drive

#### HOW WILL CHECK-IN AND CHECK-OUT WORK?

Check-ins will continue as normal, somebody will be there to greet you at our reception desk between 2pm-10pm.

Please note that there is the option to pay the full balance of the room on our website or on **booking.com** which will minimise contact during your check-in.

With regards to check-out, no contact is needed as your key can be left on our reception desk before you leave the premises.

If a VAT receipt is required then this can be emailed to you, again minimising contact with staff.

Our check-out time is 11pm although later check-out is available if needed (Charges may apply).

#### WHAT CLEANING PROCEDURES ARE IN PLACE?

To make sure that our guests and staff are kept as safe as possible, our staff will have a cleaning schedule in place with a check list that is to be completed every hour.

Our housekeepers will not be entering your room during your stay with us, any cleaning will take place on your departure.

Hand sanitiser will be available throughout the key areas of the building for all staff and guests.

Screens will be placed in there service areas to minimise contact between staff and customers and staff will be provided with masks that will be worn through the entirety of their shift.

#### WHATS OUR COVID-19 CANCELLATION POLICY?

Any bookings that are cancelled 7 days before the booking will be cancelled free of charge.

If you have already paid for the room wether its a deposit or full amount and you wish to cancel, the you will be credited the amount to be used within 12 months.

