



HEALTHY HOSPITALITY CHARTER

Our commitment to keeping you safe on resort

At Rockliffe Hall we've developed a Healthy Hospitality Charter to ensure that each guest feels safe when they visit us.

We have always had rigorous cleaning procedures and hygiene protocols in place, as you would expect at a five star resort. In light of Covid-19, every single procedure has been reassessed and enhanced, with new ones introduced. We've also made changes across the resort to ensure social distancing is maintained, and all our staff have been retrained in the new procedures.

Throughout your visit at Rockliffe Hall you'll see reduced contact, touchless transactions, protective screens at front desks, sanitiser stations, PPE and we'll be paperless.

We've also developed a Rockliffe Hall app which will work on all smart phones and tablets and will help make your stay almost 'touchless' whilst also introducing some additional guest benefits. These include pre-arrival check-in, access to restaurant and room service menus, a reservation request service for tennis, meals and our Curious Cabins as well as complimentary use of digital newspapers and magazines.

Let us take you on a journey from check-in to check-out so that when you come and see us, hopefully very soon, you'll know what to expect.

Above all, please be assured you'll still enjoy an exceptional, five star experience topped off with outstanding customer service and the usual big Rockliffe Hall smiles (even if they're hidden behind our branded face masks).

CHECK-IN

When you arrive at Rockliffe Hall you may be asked to wait outside and enjoy our beautiful surroundings for a short time, as there will be restrictions on how many people can wait in the lobby. Two check-ins will be allowed at reception and Concierge will handle luggage and guests' items wearing gloves. There will be no valet parking service for now.

You will be encouraged to check-in online before arriving at the resort so you'll only need a short visit to Reception to have your card authorised. This also means you'll receive your welcome letter via email, reducing the need for paper. Bottled water will be available but for the time being, all other welcome refreshments and snacks will be removed.

Before entering the hotel all guests will have their temperature checked using a no-touch forehead thermometer.

YOUR BEDROOM

You'll be shown to your room by a receptionist, always at a minimum of 1 metre distance. We're still putting the finished touches to some of the functions of our new app, so soon you'll be able to access your room using it, and the receptionist will familiarise you with the room features. There's also a virtual room tour available on the new app. For the time being room keys will be cut, sanitised and placed in a sealed envelope ready for you on arrival.

As you settle into your room you'll notice brochures and magazines have been removed, but these are available by contacting Concierge. Better still, our new app offers complimentary digital magazines and newspapers during your stay.

You can also be certain that your entire bedroom has been deep cleaned before your arrival and you'll receive a Personal Protection Kit containing two masks, two pairs of gloves, two sachets of antibacterial wipes and a handbag size hand sanitiser gel.

THE RESTAURANTS

Wherever you choose to dine across the resort, social distancing and additional hygiene measures have been introduced to ensure you can enjoy our outstanding food whilst still feeling safe.

We've spaced out the tables, removed any unnecessary items, introduced salt and pepper sachets, and most importantly, our menus are available on the new app which you can peruse at your leisure from your own phone. You could even choose your food before you arrive.

Whilst front of house staff will all be wearing gloves and masks, be assured our kitchen teams behind the scenes will too, and will always adhere to social distancing rules.

You can also choose to opt for Al Fresco dining on one of our terraces, or a picnic in the grounds, where you'll have plenty of space and can take in the beautiful surroundings.

We've built an outdoor pop up bar too so you can enjoy Al Fresco drinks on the terrace.

For those who prefer to stay in their own bubble, we have removed our room service tray charge and we have also introduced a new 'Champagne and Cocktail trolley'. Order from your bedroom and a member of the team will make your cocktails to order from right outside your bedroom door (at a distance).

GOLF

The course is currently open to members, visitors and hotel guests. All golfers are being asked to arrive ready to play in golf attire and to change their footwear in the car park, as changing facilities and lockers are currently closed.

Paper scorecards aren't available, ball washers have been removed or covered over and we would ask players not to sit on any benches, to reduce risk of contamination. Similarly, flagsticks must not be touched and hole cups have been altered to allow contact-free ball retrieval.

We know it goes against golfers' instinct but we're also asking for players to refrain from handshakes, elbow contact and high fives.

While The Clubhouse remains closed for refurbishment, post-round, light refreshments are available from our pop-up horsebox, next to The Clubhouse with seating available outside.

CHECK-OUT

When it's time to check-out, you'll be asked to view your outstanding account on the TV in your bedroom and can call Reception with any queries. You can then just leave the hotel as we'll have your card details from check-in. Concierge will be available to collect luggage, but guests will be asked to vacate the room and collect their car during this time.

Concierge will then bring your luggage and put it in the boot of your car outside main hotel Reception. You'll still receive a friendly goodbye as you leave through Reception, where there'll be a box for you to drop your room key, and you won't need to touch any pens, paper or spend time at the front desk. We'll also email you a copy of your bill.

As Government guidelines are updated we'll constantly review the social distancing and hygiene measures currently in place to ensure that you're as safe as possible when you visit us. We know these are uncertain times but at Rockliffe Hall we are determined to deliver the most amazing UK staycation experience.

We look forward to seeing you very soon.