

CLEAN & SAFE FOR YOUR PEACE OF MIND

To make sure your stay with us feels like a real retreat, our dedicated Team is working hard to ensure that every inch of Combe Grove is clean and safe for staying guests:

- Prior to every guest arrival rooms are deep cleaned and sanitised
- The Housekeeping Team continue to conduct an additional sweep of the room hotspots and common touchpoints
- The deep clean will finish with a spray of antiviral disinfectant, effective against Coronavirus and guaranteed to kill all viruses within 5 minutes.
- Rooms will be sealed with our unique CleanAssure+ seal to give you peace of mind that you are the first to enter your room after thorough cleaning.

In addition to the enhanced cleaning protocol, the following measures have been introduced for your safety and wellbeing:

- All public areas are regularly sprayed with an antiviral disinfectant
- Shielding screens have been installed in reception areas
- Hand sanitisers are available in all public spaces of the hotel
- Our Restaurant Team are wearing visors and all staff are wearing face coverings in public spaces
- We are taking card only payments in the bar to minimise contact
- Room keys are sanitised before recycling
- Restaurant covers have been reduced to ensure social distancing
- You will find discreet signage and appropriate floor markings
- Our Housekeeping Team are carrying out extended cleaning of all public areas and common touchpoints at regular intervals throughout the day.
- We have implemented a policy of no room cleaning during your stay (unless specially requested) to minimise contact in your private guest bedroom

To ensure the wellbeing of guests and team members, we are constantly reviewing our processes. Our priority is to ensure everything we do is safe, effective and reflects current government guidance.

**COMBE
GROVE**

5th October 2020