

WHAT TO EXPECT WHEN YOU STAY AT COMBE GROVE

CHECKING IN

We shall be operating our normal check-in at reception, albeit from behind a screen. We do ask that all visitors to Combe Grove wear a face covering when checking in and that you leave your luggage in the car until you have received your room key and directions to your room. While our Team will not be guiding guests to their rooms at present, in order to uphold social distancing, please rest assured of a warm welcome. As part of our check-in procedure, we shall be asking all guests to confirm that they are not displaying symptoms of Covid-19, have not been in contact with anybody in with Covid-19 in 14 days prior to arrival and have not travelled to Combe Grove from a regional lockdown area. If you have any symptoms of Covid-19, ahead of your visit, please call us and your booking will be cancelled and refunded.

CARD ONLY

The bar is open for coffee, drinks and snacks and ask that payment is by card. To keep guests safe and minimise the need for signing room receipts, we would suggest that bills are settled on ordering rather than being room charged. The card payment device is sanitised between use.

SOCIAL DISTANCING

With common sense in mind, we shall rely on guests to observe social distancing measures when staying at Combe Grove. You will see some discreet signage as a reminder to be polite and to help provide direction for one-way traffic and tighter spaces where guests may need to give way.

OUR TEAM

At the core of our business, our brilliant Team are undergoing detailed training around the enhanced safe practices at Combe Grove. This is reflected in our updated HR policy, which each Team member has adopted.

PERSONAL PROTECTIVE EQUIPMENT

Our priority remains to the wellness of both our Team and guests, so you will see front-of-house wearing protective visors in the restaurant and behind the bar. We ask that all visitors to Combe Grove wear face coverings in all public areas, removing them only when they have reached their room or table. Face coverings are not required in the grounds and we encourage everyone to enjoy the estate and take in the fresh air at every opportunity.

HOUSEKEEPING

Prior to arrival, your room will be deep cleaned to give you complete peace of mind. With your safety in mind, we have taken the decision not to service rooms once guests are in residence, so there will be no room cleaning during your stay (unless specifically requested), while we maintain social distancing. Rooms will undergo a rigorous, enhanced cleaning between guest visits, and you can read more about our CleanAssure+ procedure in our Covid Secure Policy on the website.

ROOMS

You may find rooms a little less *homely* when you arrive, as we have removed cushions, throws and room books to enhance guest safety. You will find your sanitised TV remote and some basic guest information, but we encourage you to ask any member of the Combe Grove Team for further information should you wish to know more about the estate and facilities at Combe Grove. Slightly more sparse rooms are a temporary measure, so please bear with us while we settle into the 'new normal'.

SUPPLIERS

Our suppliers are specially selected for both their locality and their company ethos. They are extremely important to us and we work hard to nurture our supplier relationships and are working with them to ensure that the correct policies and working practices are in place to ensure the wellbeing of both our Team and visitors to Combe Grove.

EATING

In order to observe social distancing our popular breakfast buffet has been suspended and ask all guests to prebook breakfast, lunch, afternoon tea and dinner before arrival to secure a table. Our total covers in the restaurant have had to be reduced to observe government guidelines, however room service can be offered as an alternative.

BOOK WITH CONFIDENCE

We are extremely pleased to welcome guests to Combe Grove to enjoy the beautiful 64-acre estate and in recognition of the current pandemic, have updated our cancellation policy in order to remain flexible at this unusual time. Should you need to cancel, all current bookings are fully refundable up to 24 hours prior to arrival. You can read more about our Flexible Booking policy which supplements our existing Terms and Conditions, at www.combegrove.com.

**COMBE
GROVE**

18 September 2020