



# Heights Hotel

Safely welcoming you  
for over 30 years



Your safety is assured & always our #1 priority

We apologise but you are not able to use the hotel lift during your stay



You must wear a face mask in all public areas of the hotel

# Your safety is assured & always our #1 priority

The hotel provides a safe environment at all times. As a minimum we follow the Government advice and this is strictly adhered to.

- The entire hotel has been treated with BIOSWEEP Surface Defense – a proven non toxic treatment, offering antimicrobial protection for all surfaces against harmful viruses and bacteria for up to 6 months. This has been implemented for the safety of our guests and team members.
- *More details are available on our website.*



# Caring – safety our priority

- Hand sanitisers are placed throughout the building, we ask you to use them on entry to all areas and wash your hands frequently
- Sanitisation of public areas will occur throughout the day with particular attention to high touch areas
- Protective screens have been installed at close contact areas
- We ask you to maintain social distancing throughout the hotel public areas
- We are only accepting card payments. No cash
- We are providing an express checkout, to minimise your contact with team members
- We are taking the temperatures of all staff entering the building and providing them with personal protective equipment
- Staff are being provided with a comprehensive hygiene and prevention training programme – this will be ongoing and update as necessary
- All key cards are sanitised before issue
- We are ventilating public areas to allow increased air circulation



# Cleaning & caring in your room

- Wendy Stevens, the Head Housekeeper has been liaising with chemical companies to plan the best working practices for the future
- All our housekeeping team will be wearing PPE and be fully trained on all new procedures
- We will not enter your room during your stay, any additional requirements can be requested and where possible, delivered to your door
- Linens & towels are professionally washed on a high heat with added sanitisation
- Any printed material has been removed or laminated – we now offer an information channel on your television
- The hospitality tray has been removed, complimentary tea and coffee is now available from reception 24 hours a day



# Food & Beverage care

- Richard Hinde, the Head Chef, has been planning our menus and service to comply with the new requirements
- We are adhering to strict safety procedures in the preparation and serving of food and beverages
- All dining areas have been redesigned to ensure that the social distancing measures are in place
- All dining should be pre booked, including breakfast
- A one way system is in place, you will be escorted to your table and your order will be taken
- Staff will be in face masks or behind screens and abide to a strict hand washing and sanitising regime instead of wearing gloves
- Staff will take your order & serve your food and drinks
- Each area will be sanitised after use





We look  
forward to  
safely  
welcoming you  
back to the  
Heights

We appreciate all feedback,  
please email  
[a@heightshotel.com](mailto:a@heightshotel.com)