

Guest Information

We are in a Tier 2 designated area, so please follow the government guidelines accordingly.

We will be offering breakfast through a room service only; our lounge areas will be open in line with government guidelines – please see how below. Our Restaurant is now open for evening meals only, booking is essential.

Breakfast

Breakfast will be available between 8-9am. During this time, we will be offering limited breakfast items. You will find breakfast order forms in your welcome pack and spare copies on reception which we kindly ask you to fill in before 8pm the night before with your preferred time slot.

(please be patient and we will do our utmost to meet your preferred time slot)

For guests requiring breakfast earlier than 8am we are offering a cold 'breakfast to go' alternative please ensure this is collected from reception before **7pm**.

Bar & Lounge Area

The bar and lounge will be open for hot drinks and soft drinks only from 2-8:30pm - last orders 8:15pm. (Please note the bar may close earlier if quiet)

Alcoholic beverages will only be served with meals in the restaurant from 5-7:30pm, and on a room service basis from 2pm-8:30pm.

Restaurant

The restaurant is open Monday to Saturday 5-7:30pm, and closed on Sundays. Booking is essential so please book a table at reception or call us on 01493 844145. We have limited time slots available, this is to keep our team and you safe. At times our restaurant may look like we have tables free but this might not always be the case. Please see a member of the team who will seat you at your table.

Check in

Check in will be available between the hours of **2-8:30pm**
(if you require a later check in please ensure you call in advance to arrange this)

Guest Bedrooms

In order to protect our staff we will only be sending our housekeepers into rooms that are departing. For guests staying more than one night, we kindly ask for the safety of yourself and our staff if you could keep the corridor areas clear between 11-2pm, by either staying in your room or going out for the day. This will ensure our housekeepers will be able to get ready for our new arrivals safely.

If you require a top up of tea and coffee please mark it on your breakfast order form in the box provided. If you require clean towels during your stay please ask for a black bag to put your used towels in, and we will issue your new towels from the bar. (please keep this bag in your room as housekeeping will remove it on your departure). If you require a top up on toilet roll or toiletries please speak to a member of the team and they will be able to help. If you have any rubbish you would like removed from your room please leave outside your door before 11am.

For the safety of our staff and customers please ensure you maintain a social distance, wear a face covering and use the hand sanitizers provided around the communal areas as advised by Government.

For all enquires please call us on 01493 844145.

The WIFI password is: **waterways**

We appreciate your support and understanding during these extreme times.
Please stay safe, and look after each other.