



## OUR COVID-19 GUIDELINES

Dear Valued Guest,  
Your safety and that of our staff are our top priority.

We want to reassure you that we've considered every aspect of your stay so that we can still offer you a great experience and fantastic friendly service while we all remain safe and well.

We've put the following service and safety procedures in place to ensure your time with us is as comfortable and safe as possible. These may change from time to time according to the latest advice from government and UKHospitality, which we'll be monitoring continually.

Kind regards,  
Sue Scalora  
Manager

### THE Highbury CENTRE

- The reception is open from 7.30am till 12.30pm (temporary).
- All switches, door handles, bathroom/toilet surfaces and hard surfaces have been sanitised.
- We have removed our information booklet and other reading material. Please see our notice board by Reception for information, or ask at the Reception.
- Follow the arrow signs around the building to allow a 'one way' system for social distancing.
- If you should come near to another person, then give them space to pass by.
- Please respect social distancing of 1 meter in the house or lounges unless you are from the same family. We have arranged the seating to manage social distancing, please do not rearrange the seating.

### OUR GUESTS

- Upon arrival please inform us if you are feeling unwell, even if it is not Covid-19 related.
- Please use the hand sanitizer upon entering the building, located below the sign 'Reception'.
- There are wipes, antibacterial sprays and gloves in the public toilets and bathrooms - you can use these before and after use.
- **If the fire alarm is sounded then ignore the social distancing and arrow signs, but follow the fire exit signs.**

## **OUR TEAM**

□ All our staff have undergone complete hospitality training on how to prevent the spread of Covid-19.

## **CHECK-IN AND CHECK-OUT**

- CHECK IN TIME - please contact us before your arrival.
- ROOM KEY - To reassure you that when we give you your room key, this has been cleaned with an anti-bacterial spray.
- CHECK OUT TIME ON DAY OF DEPARTURE IS 10 a.m. If you are leaving earlier than this time please inform the Reception.

## **FOOD AND BEVERAGE**

□ BREAKFAST will be from 07.30 to 09.00am. To prevent having too many guests in the Dining Room at one time, we will ask you to let us know what time you would like to have breakfast. If there are too many people wanting the same time, then we may ask you to change the time slot.

Please wait outside the Dining Room until a staff member allows you in, they will allocate you a table and will take your order.

If you should require anything, please beckon one of the staff. After you have finished eating, the staff will clear the table for you.

- Please do not enter the Dining Room at any other times.
- Unfortunately, we have to close the Hub. There are no facilities for guests to store chilled food or to heat up food.

## **SERVICES & FACILITIES**

- ROOM SERVICE – between 11am-12pm. We would ask that you vacate your room during this time. If you prefer not to be disturbed, then please leave the sign outside your door.
- LAUNDRY ROOM is available in the afternoons, please ask at Reception. We do not allow children in this room.
- CHANGE OF TOWELS and LINEN - We will change the towels and linen on the 4<sup>th</sup> day of your stay if you're staying for 7 days or longer, but this can only be done in your absence due to social distancing.
- PRINTING - If you need to print a ticket, please ask at reception for more details.

## **WHAT TO DO IF YOU BECOME UNWELL**

□ If you should become unwell during your stay, please try and not to leave your room, but phone Reception on 020 7226 2663 between 07.30am-12.30pm. If this is not possible then either go to Reception during Office hours or to the Emergency Contact.

If you have Covid-19 symptoms you will need to immediately self-isolate, if you are staying in a standard room, then we will move you to an en-suite room. You should contact NHS help line 111, and they will advise you and you can ask for a test. If you are confirmed to have Covid-19, you should return home if you reasonably can.