



DIDSBURY HOUSE HOTEL

— a luxury victorian villa —



ELEVEN DIDSBURY PARK

— a luxury victorian townhouse —

Didsbury Park Hotels

Covid 19 Guidelines





welcome Back

We cannot wait to reopen the doors to our beautiful houses and welcome you back once again on September 7th

We wanted to take this time to reassure you of the steps we are putting in place for your safety and comfort whilst maintaining the high level of service we are known for.

The health and well being of our guests and staff is of upmost importance to us. You may see some changes to the hotel when you join us that have been put in place to provide a safe and relaxing environment in accordance with current government guidelines.

We are very much looking forward to seeing you once again and if you have any questions at all please do not hesitate to contact us directly.

We look forward to seeing you soon

Key Measures

We would like to instill confidence and comfort knowing that the key measures will be in place during your time with us

Social distancing measures across the hotels

Track and Trace system in place and details kept securely for 21 days

One way system around the hotels where applicable

Sanitising stations throughout

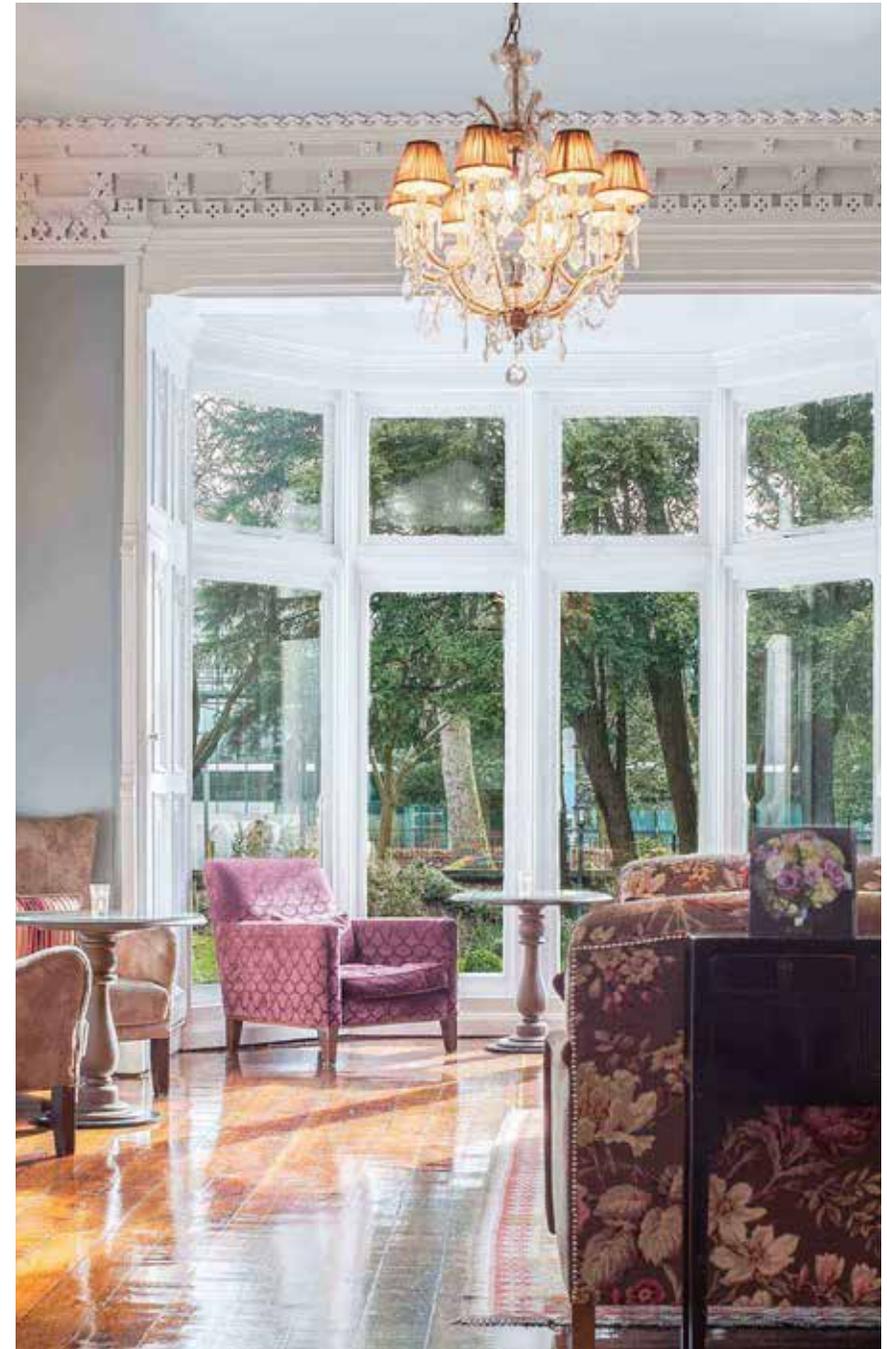
Guests to wear face coverings in public areas

Increased cleaning of touch point and public areas

Comprehensive clean of bedrooms, public areas and event rooms including fogging after use and over night

Reservation system for breakfast bookings

All staff receiving regular and up to date training





Pre Stay

If there is anything we can do to assist and make your stay as comfortable as possible please do not hesitate to ask

If you are exempt from wearing a face covering for medical reasons please let us know so we can inform our teams

We kindly ask guests not to travel to the hotel if they have Covid symptoms or have to self isolate after travelling from a country that stipulates a quarantine period. In this instance please call the hotel to reschedule your booking.

Card payments only will be accepted at this time



Bedrooms & Housekeeping

Our housekeeping team have received upto date and on going training and will be wearing the expected PPE when cleaning your rooms and common areas

Bedrooms will only be cleaned on check out - if you require an additional clean please ask at reception

All bedrooms will be cleaned, sanitised and fogged using professional grade products

Additional supplies such as bath towels and toilet paper can be provided on request

All public areas including regular touch hot points will be cleaned and sanitised on a regular basis

You will find your mini bar empty however all products will still be available on request - please call reception

Food and Beverage

There will be a booking system for breakfast to enable us to control numbers and adhere to social distancing whilst you dine

All meals will be individually plated on ordering

Room service will be offered throughout your stay with us

Room service will be delivered to your door, staff will knock and stand back to ensure you have received your meal and drinks. If you require any assistance please do ask upon ordering

Our bar stools have been removed and will operate full table service for food and drinks service in our lounges and terraces

Menus will be placed ready on tables that have been fully sanitised, please only use these tables





Relax

The Walled Terrace at Didsbury House will be available during your stay.

The Victorian Walled Gardens and Terrace at Eleven Didsbury Park will also be open to our guests to use to relax and enjoy.

All tables and chairs will be spaced in according to social distancing

Both Terraces can be covered and heated for those cooler evenings and mornings.