



TWR Y FELIN HOTEL  
ROCH CASTLE  
PENRHIW PRIORY  
Pembrokeshire, Wales

## ROCH CASTLE COVID SECURE GUEST CHARTER

Roch Castle, considers the health and safety of its guests, colleagues and our community of paramount importance. We have implemented COVID Secure Measures and we are adhering to Government guidelines designed to safeguard public health and safety, to help minimise the spread of Coronavirus.

It is mandatory that all guests wear face masks at all times when in Roch Castle, Twr y Felin Hotel and Penrhiw Priory.

We reserve the right to refuse, postpone or cancel any bookings from areas that are considered high-risk by the Group General Manager.

### Pre-arrival

To enable us to comply with the Test, Trace and Protect requirements, all guests must complete a health questionnaire before arrival, declaring your good health and absence of symptoms of the Coronavirus as a condition of your visit.

### Check-in and check-out

To enable us to cope with extra deep cleaning, on check-in, guests can only enter the building with their luggage **from 4pm** and must check-out by **10am**. All guests must check yourselves in and out, using our Vamoos app, a link to which will be sent to you three days prior to arrival.

### On Arrival

In addition to the **mandatory wearing of face masks**, hand sanitizers will be located at entrances/exits, and other key areas for our guests to use as frequently as possible. We will take the **temperature** of all of our guests each time you enter the buildings or arrive at the dining room for breakfast.

If guests become ill and are showing temperatures higher than **38c** we will **not** allow you to enter the building further, and we will advise you to call NHS 111 and follow Government guidelines. You will be asked to return home and if you are not well enough to return home, we will advise you that you need to go to the nearby hospital.

Our usual service of showing guests to your rooms and showing you around the facilities of the public areas will be halted until further notice. Instead, we will provide information on how to use the room amenities via our Vamoos app.



TWR Y FELIN HOTEL  
ROCH CASTLE  
PENRHIW PRIORY  
Pembrokeshire, Wales

### Food and Beverage

We require all guests to **pre-book** a time for breakfast, whether served to outside the room or in the dining room. Our Honesty Bar service will be available by calling Reception between 7.30am and 5pm when we can deliver items outside your room.

### Social Distancing

Direct person-to-person contact is the primary way in which the COVID-19 virus is spread, so it is essential all Team Members and Guests minimise their contact with each other at all times.

### Cleanliness and Hygiene

As hypo-allergenic venues, cleanliness and hygiene has always been a priority for Roch Castle. Additional cleaning protocols in bedrooms and all public areas have been increased as a result of the COVID-19 pandemic and will be implemented before and during your stay.

### Guest Bedroom Cleaning

We will only be cleaning the rooms after three night stays or on departure for shorter durations. We have removed non-essential items such as, leaflets on local area, notepads and pencils. Information on the local area will be available on our Vamoos app.

### Public Areas

All surfaces will be thoroughly treated with approved disinfectant cleaning products. Deep cleaning will be performed at regular intervals throughout the day.

### Team Members

When preparing your rooms for arrival, we wear appropriate PPE including masks and gloves, in adherence to government regulations and guidance. We have undergone training on the health and safety procedures and the implications of COVID-19, with constant refresher training courses. We will practise social distancing between team members as well as guests. Office spaces have been reconfigured to enable this.

We look forward to offering you our usual Warm Welsh Welcome.

Cofion cynnes,

Paula Ellis - Rheolwr Cyffredinol y Grŵp/Group General Manager

