



NEW WILMINGTON  
Hotel

25-27 Compton Street, Eastbourne BN21 4DU  
01323 712129

**COVID 19 Protocols**  
**V1.3 Published 1<sup>st</sup> July 2020**

Dear Guests,

We look forward to welcoming you to the New Wilmington Hotel.

Over the last few months we have worked very hard to ensure your stay with us is safe and we ask that you read the following COVID-19 protocols to ensure your stay with us is as safe as can be.

**NEW TECHNOLOGY**

Our new booking system will allow you to check in and out via our app, thus reducing time at check in and checkout. You will have a link on this email to access our app.

Download for Android

<https://play.google.com/store/apps/details?id=com.hopsoftware.checkin>

Download for IOS

<https://apps.apple.com/gb/app/hop-software/id1349500693>

You will also be able to order room service via our booking website at:

<https://bookings.hopsoftware.com/Shop/OrderNow/hop-hotel>

For room service a tray will be delivered to your door and left on the floor outside, our staff will knock and step back, when you are finished we request you leave the tray outside your door and inform reception the tray is ready for collection.

All bills will be settled by the booking system at the end of your stay once you check out via the app and receipts emailed to you.

If you are unable to use an app, you are still able to check in at the desk. It may just take a minute or so longer, you will no longer need to physically sign in, but ID will need to be shown to access room key or card.

When booking now we will no longer take a deposit, however your card details will be held and 24 hours before your stay the first night's payment will be taken with the balance taken automatically after checkout.



## NEW WILMINGTON Hotel

25-27 Compton Street, Eastbourne BN21 4DU  
01323 712129

### **CHECK-IN**

On arrival you will note that we have a hand sanitizer dispenser at the front door, we request you use this before you enter the hotel.

On entering the reception please go straight to the desk to collect your key or card only proceed to the desk if there are no other guests in the reception area to comply with social distancing rules.

If there are guests at reception, please wait while they are attended to and then move forward to reception to collect your keys, we have a non-contact thermometer to check your temperature for added safety.

With our new check in app any guests in the lobby will be dealt with fast and efficiently.

We have a one-way system at the hotel, Entry is through the front door and exit is through our lounge area to the back door.

We have positioned hand sanitizers on each floor by the stairs. Please use before opening the doors. We request you use the stairs if possible.

If you need to use the lift, please do so with only the other guest you are sharing a room with, do not share with any other guests. Please inform reception that you have used the lift, so that it can be cleaned immediately.

Your personal information is held according to GDPR, however, if required by the government for track and trace you agree to us passing your information to the relevant authorities.

### **CHECK-OUT**

On checkout please use the app (if possible) and leave the key in your room on departure. The app will allow you to check out and pay your outstanding bill.

If you can not use the app please call reception on 01323 721219 on your mobile to inform us that you are ready to check-out and we can make arrangements if you have an outstanding bill payment.

If you do not have a mobile then please inform reception prior or at check in and alternative arrangements will be made for you during your stay.



## NEW WILMINGTON Hotel

25-27 Compton Street, Eastbourne BN21 4DU  
01323 712129

**Please respect social distancing rules at all times and where possible please wear a face mask in communal areas, we also ask you do not wear gloves inside the hotel.**

### **CLEANING**

We have upgraded our chemical cleaner to the new FAD Green-Shield from our supplier Chemex, which is a food safe, environmentally friendly 2-in-1 Cleaner and Sanitiser. This product Prevents the spread of coronavirus and is 99.9% effective against enveloped viruses.

The communal areas downstairs will be cleaned every 30 minutes.

The card machines if used will be sanitized after each use. However, contactless payment is preferred if possible.

Daily service can only happen if your room is vacant. We request you use the clean my room door sign and place it on the outside of your door to show the room is vacant and can be cleaned. If the door sign is not in place then the room will be unable to be serviced.

We have placed hands sanitizers at each floor at the entrance to the stairs. Please ensure you use the sanitizer before opening a door or touching handrails.

Please limit touching surface if possible.

### **THE MULBERRY RESTAURANT**

The restaurant will have set booking times, with social distancing in place we will be working at reduced occupancy and therefore, we can only hold a table for 10 minutes during the staggered dining times. To ensure all guests are catered for. If you are going to be late please call us on 01323 721219 and we will do our best to accommodate this change.

We will also be changing some things in the restaurant:

- We will be able to seat 12 tables at any one time in the restaurant area, our restaurant is separated into 4 quadrants, only quadrant 1,3 & 4 which gives creates the social distancing required for guests.
- Please wait at the restaurant doors where Raul our restaurant manager will greet you and take you to your table, we have reduced cross over and need for a one way system by implementing the quadrant rules.



## NEW WILMINGTON Hotel

25-27 Compton Street, Eastbourne BN21 4DU  
01323 712129

- All menus will be available via our website at <https://themulberryrestaurant.co.uk/#menus>
- If you do not have a smart phone we will provide you with a single use menu.
- There will be no salt and peppers or condiments on the table, instead we will bring you individual packets.
- All table linen and napkins will be replaced with disposable napkins.
- Hand Sanitizer available on request.
- Room Service is available via ringing "0" or using this link to our website

The Breakfast Buffet & Sunday Carvery will now be served from the kitchen until it is deemed safe to return to the buffet breakfast and carvery, to reduce the need to move around the restaurant.

- Evening service will be 5pm-7pm Monday to Saturday.
- Thursday – Saturday evening we will offer a second seating from 7.30pm to 9.30pm.
- Sunday Lunch will be two seatings at 12.30-2pm & 2.30 -4.30pm.

The restaurant as with the hotel will undergo vigorous cleaning and no table will be used twice during a service.

The Bar and outside seating area will be table service only.

Only the manager will take orders via the iPad and will work with 1 to 2 other members of serving staff.

We do ask that you remain patient with Raul and the team as service will be slower as we implement more rigorous procedures.

### **TOILETS**

If you are staying in the hotel, please use your en-suite facilities at all times and avoid the public toilets.

In the reception only the disabled toilet will be available, you must inform reception before you use the facility and when finished, in order for it to be cleaned before the next guest. We have also provided an automatic soap dispenser and hand dryer to reduce contact spots.



NEW WILMINGTON  
Hotel

25-27 Compton Street, Eastbourne BN21 4DU  
01323 712129

**STAFF TRAINING**

All staff will be tested at the start of their shift and bi-hourly for temperatures.

The reception area will be sanitized after each guest check in and all door handles and surfaces in communal areas will be cleaned every 30 minutes.

At the end of each stay the room will have a full deep clean and all bedding will be removed and taken to laundry. We will work on a rotation of rooms to ensure to the best of our ability each room will have been vacant for a maximum of 5 hours before a new guest uses the room.

We will therefore only be able to start a staggered check in from 4pm.

We have removed all contact spots from the room such as the complimentary tea/coffee making facilities, hair dryers and room information packs in the rooms to reduce the chance of contamination.

If you wish for tea or coffee this can be ordered via room service, hairdryers will be kept at reception and our team are willing to answer all and any questions you may have.

You will find attached to this letter a copy of the info pack and our new menus for the restaurant and room service.

If at any time during your stay with us you begin to feel ill, please remain in your room and contact reception immediately. We will implement our emergency procedure to get you medical attention as quickly as possible.

Your cooperation and patience during your stay with us is very much appreciated and we will do our utmost to ensure your stay with us is relaxing and memorable.

Kind Regards

Sally Kitchen  
Operations Director