

# Covid-19 Updated Protocols

Our best wishes to you at this time from Jersey and Morvan Hotels

The Best Western Royal Hotel is open and we continue to operate under the guidelines issued by the Government of Jersey and benefit further from the protocols required by Best Western as an International hotel brand so we look forward to providing a reassuring welcome to our guests.

We thank you for your continued support and understanding over this challenging period

<https://youtu.be/SsHh-su58mw>



## Arrivals / Departures

- Contactless check in and check out available if preferred.
- Keycards are sanitised before being issued.



## F&B Standards

- We are offering a booked table service in our restaurant for breakfast and dinner. Alternatively, you can select to take meals in your room if you prefer.
- A new web app service allows room service ordering and contact with reception should you prefer to keep in touch remotely during your stay. Handy things such as additional pillows, toiletries and in-room dining may be ordered direct to your door.



## Guest room Amenities

- Increase in frequency of cleaning procedures adopting new anti-covid products and approaches.
- Each guestroom will be isolated for a period after occupation and deep cleaned to clinically approved anti-covid standards.



## Lobby and Public Spaces

- Sanitisation stations are located in convenient locations around the hotel.
- Signage is placed around the hotel and please maintain social distancing.



## Employee Safety Standards

- Plexiglass screens on reception and in the bar to shield staff & guests without hiding the welcoming smile.
- We are independently audited by Quality in Tourism using approved environmental health protocols. Our new kitemark gives added confidence so you know before you book, you can sleep well again in Hotels That Care.

We are continually monitoring the on-going situation with COVID-19 restrictions and how these affect travel and meetings. In common with our 'hotels that care' protocols, and the Jersey Visit Safe initiative, we aim to offer flexibility and comfort in accommodating your plans.

When you are able to travel, you can rest assured we are doing everything possible to help keep you and our team safe. However, we understand some guests might not want to travel at the current time. That's ok, we understand and we look forward to welcoming you when the time is right.

If you need to change a booking please contact us directly and we will do everything we can to accommodate you.

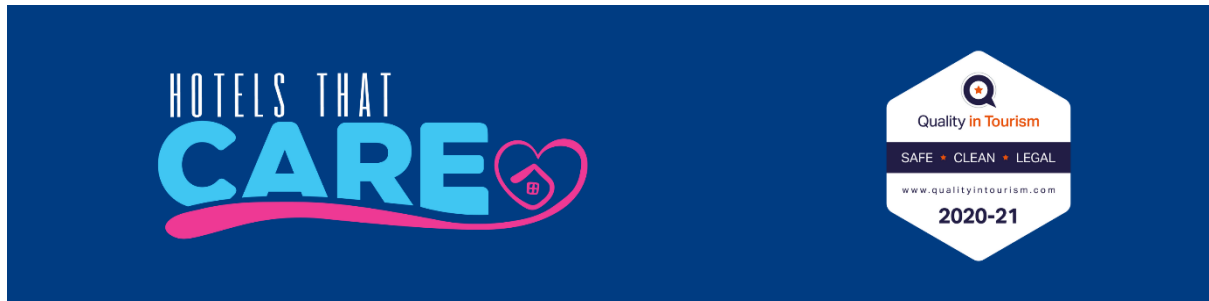
Reservations; 01534 873006,

Email; [bookings@morvanhotels.com](mailto:bookings@morvanhotels.com)



NB Any bookings made via an on-line booking website or travel agent must be referred to your booking source.

## Morvan Hotel Group



12 May 2021