

Guest information

When you are planning your visit to Ashorne Hill these are the things you should be aware of:

On arrival

Parking is free. Please park anywhere and follow the signs to Reception. Please do not leave valuables in your meeting rooms or Vehicles. The Centre accepts no liability for loss or damage to vehicles or valuables howsoever caused.

There may be a small queue to access Reception. Please remember to keep to social distancing recommendations. Please bring an umbrella just in case of inclement weather conditions.

You are requested to wear a face covering upon entry to the building, moving between areas and around public spaces. This is in accordance with Government guidelines and is for your personal safety and that of other visitors and staff at Ashorne Hill. Your organiser will confirm if you are required to wear a face covering in the meeting room.

Access to Reception is restricted to enable a safe and speedy progression into the building. We will take random temperature checks on arrival and ask you to confirm your wellbeing through a COVID-19 Declaration at Reception. Please note that if you have a high temperature or display any symptoms of COVID-19 that we will kindly request that you do not join your colleagues and return home. We will inform your meetings leader.

Please provide contact information (email and mobile number) to your organiser prior to the event as we will be requesting this for Track and Trace purposes. Your details will be kept for this purpose for no longer than 1 month.

Overnight delegates

On busy days accommodation registration cards will be provided by your trainer when in the meeting room. Please complete this and return it to them as soon as possible, after which your details will be processed by Reception. We will let you know if your bedroom key should be collected from your trainer or at Reception on the day. Please pay for any extras at the point of sale and using contactless payment.

To reduce the risk spread of the virus we kindly request that you leave your luggage in your vehicle or take it to the meeting room.

There will be a Clean & Safe Spot on the door which means that no one else has entered your room after it was cleaned and checked.

We will also provide you a comfort pack in your room which includes a small hand sanitizing gel, a packet of tissues and a disposable mug and your refreshments. The toilet roll has been supplied fresh in the room. If you find that you are running low on any of the supplies, please inform Reception and we will have some brought over to you. Please do take any spare disposables home with you at the end of the stay so that they are not wasted as we will have to dispose of them otherwise. This includes any spare toilet roll!

To keep the risk of infection low we will not be servicing your room during your stay unless you request this via Reception or if your stay is longer than 3 nights. Our staff will not enter the room whilst you are present.

Food & Beverage

To go above and beyond for your dining experience we have treated your safety at these points with much care and consideration. Social distancing measures have been introduced and we will be offering a table service only for breakfast, lunch and dinner. All meals in the restaurant are waitress served. Our staff will be wearing face shields and will be keeping direct contact to a minimum. As always service will be with a smile. You will be able to access the daily menus from our website:-

Ashornehill.co.uk/breakfast

Ashornehill.co.uk/lunch

Ashornehill.co.uk/dinner

Ashornehill.co.uk/drinks * (only available at night)

Our bar will be open for table service for drinks and an evening meal offer will be available from our restaurant menu only. Payment is contactless at the point of sale and charges should not be transferred to your room.

If you are attending an event your organiser will have agreed mealtimes to ensure that the social distancing measures can be implemented for the safety of all our guests. Please ensure that you are clear what time you have been allocated.

A vegetarian and healthy option is always available at Ashorne Hill but please let us know, directly or through your organiser, if you have specific dietary allergies such as Peanuts, Tree nuts, Gluten, Sesame, Eggs, Milk, Mustard, Lupin seeds, Sulphites, Molluscs, Fish / fish sauce, Soya / soya beans, Celery / celeriac, Shellfish / crustaceans. Please also advise us of any medical conditions we should be aware of.

A Breakfast bag can be arranged for you but must be booked on arrival.

Refreshments will be available from our designated areas. Please note that we may temporarily close coffee machines to allow for social distancing and would request that clear access to the machines is available at all times.

Meeting room

We have reduced the capacity of our meeting rooms in accordance with Government guidance. However, we will have agreed with the organiser the most spacious layout possible to provide maximum comfort and safety in the room. It is best practice to choose your spot for the duration of the event.

There will be a spare table on entrance to the main room which is where the sanitising station will be positioned. We request that you also use this table to place your dirty cups at break times.

Your organiser will have arranged pads and pens if necessary but please bring your own stationery for the event. There will be bottled water available on request, but we advise you to **bring your own refillable water bottle** which can be refilled at one of our water stations in the public areas. At all of our refreshment areas the appropriate sanitisation equipment will be available for you to use.

 **Other things you need to know**

The dress code at Ashorne Hill is smart casual, however if you are attending outdoor activities please bring appropriate clothing i.e. waterproofs and trainers. Shorts are not permitted in the dining room at dinner time and flip flops are not appropriate attire at any time.

Leisure facilities:

We recommend that you choose outdoor activities rather than indoor ones for the foreseeable future.

Outdoor activities include:

Jogging trail – 2k or 3k. Map available at Reception

Tennis courts- Please bring your own equipment

The football pitch and croquet lawn may be unavailable for use depending on the prevailing social distancing guidelines. Please contact reception to check if you can use these areas.

Indoor activities:

Gym – This facility is currently unavailable.

Sauna – This facility is currently unavailable.

Ashorne Hill takes no responsibility for injuries to people or their personal belongings whilst undertaking leisure time activities during their stay.

Smoking:

Ashorne Hill operates a no smoking policy. However, there are dedicated covered shelters located by the Church Door Car park, back of the bar area and outside the Concourse. Please check the site map for their location.

Fire procedures:

When entering any area of the building please make yourself aware of the nearest fire exit. In case of an emergency please exit as quickly and safely as possible and assemble on the tennis courts which are located on the left-hand side as you enter Ashorne Hill. Please remember to keep socially distancing when vacating and entering the building and on the tennis courts.

We hope that you enjoy your visit.

