

## **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 bring an umbrella just in case of inclement weather conditions. A hand sanitising station is available on entrance to the building (and at various entry points). Please do use these where available.

Whilst guests are no longer legally required to wear a mask, we would request that you do wear a mask upon entry to the building and in the public areas, particularly at the coffee stations and lounges where you will potentially be mixing with several other groups during your event.

The NHS 'Check-in to a Venue' QR code is on display around the building for Track and Trace purposes. Please do check-in using the QR code as this will help the NHS understand the spread of Covid cases. You will only be notified if someone at the venue has contracted Covid whilst you have been at the venue, but you will not need to self-isolate unless you present with symptoms yourself and/or are requested to do so by the NHS.

We will continue to ask for email addresses from organisers for all visitors as this will help with Track and Trace and negate the need for registration cards to be completed for overnight guests.

Our Reception team will continue to wear masks and operate from behind a screen.

### **Overnight delegates**

Registration cards will not need to be completed. If you would like to open a room account please ask to do this on arrival. Alternatively, please pay for any extras at the point of sale and using contactless payment.

We kindly request that you leave your luggage in your vehicle or take it to the meeting room as we are currently not storing guest luggage.

At your bedroom 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.

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**

Hand sanitising stations are available at all our refreshment stations, restaurants and bar. Our waiting staff will be wearing face mask and will be keeping direct contact to a minimum. As always service will be with a smile.

Drinks will be available from the bar with a queuing system and an evening meal offer will be available from our restaurant menu only. Payment is contactless at the point of sale or charges can be made to your room if card details were provided on arrival.

If you are attending an event your organiser will have agreed mealtimes to allow us to manage the number of guests in the restaurant throughout the day. 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 ensure that clear access to the coffee machines is available at all times.

 **Meeting room**

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.

Please contact Reception to check if you wish to use the football pitch or croquet lawn.

Indoor activities:

Gym – Please book at Reception.

Sauna – Please book at Reception.

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.**

