

- COVID Guest Experience
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- Thank you for choosing to stay at Osborne House. We very much look forward to welcoming you and wanted to inform you of some of the ongoing protocols to make your stay with us as safe and comfortable as possible. Our aim is to provide a safe and yet still welcoming environment and retain the spirit of Osborne House.
- Our ultimate aim is to keep you our customers safe, our staff safe and our wider community safe.
- PRE- ARRIVAL - If you feel unwell or have Covid 19 symptoms before you get to the hotel you are able to cancel with no penalty until 11am on the day of arrival.
- ARRIVAL - CAR PARKING - Please park in the car park at rear of Osborne House and telephone for luggage assistance if room is ready.
- LUGGAGE- Please leave luggage in your car until your room is ready. We can provide assistance with luggage and porter will take from car to outside of room – he will maintain distance and not enter room.
- CHECK IN – we will not need you to fill in a registration form if you have already done so with pre – arrival email. Staff will give a disinfected key card and escort to room at a safe distance
- ROOM - We are making some modifications to room amenities. Extra and enhanced cleaning in place.
- POOL at EMPIRE - only open if permitted by government. If we are able then usual times from 7am to 9.30pm and with social distancing observed. Sauna, steam room and spa bath will be in operation as per government guidelines.. Gym in operation with distancing measures, please use sanitising spray pre and post use. Changing rooms/pool toilets will be closed, kindly use facilities in your room and come changed and in your robe.
- RESTAURANT – BREAKFAST - from 8.00 am to 10.00 am daily and continental breakfast served in room. If you wish to have full cooked breakfast at Empire ideally before 8.30 am or just before 10.00 am as there is restricted capacity. Breakfast times at Empire 7.30 am to 10.00 am Monday to Friday and 8.00 am to 10.30 am weekends. As we will be not using all tables in order to adhere to social distancing guidelines there could be a delay between 9.15 am and 10.00 am.
- Table size - Maximum party size as per government guidelines
- DINNER from 4.00 pm to 8.30 pm last tables at Osborne House. If you are dining at Empire this will need to be pre- booked and avoiding peak time of 7.15 pm to 8.00 pm where possible and guests can take a seat in lounge if a wait. If dining in the Osborne then kindly book a time upon arrival.
- BAR/LOUNGE- No service at the bar itself and table service only. All charges to room or contactless card payment- no cash payments – no signatures required.
- CONTACTLESS CHECK-OUT- Your bill will be put under your door the morning of departure, one copy for yourselves and one copy to be signed and dropped in box at Reception, or sent by email. Payment will be taken off card given for balance of account. If you have any queries about the bill kindly contact by dialling 0 or visit Reception.

- PPE- We will use PPE as per government instructions and staff will be using face covering/mask in all customer facing areas if required.
- FACE MASKS may be mandatory for guests in all public areas i.e. corridors/ reception and whilst moving around restaurant and bar area. It may be removed whilst eating and drinking. Visors/face shields are not encouraged as they are not as effective as face covering.
- CANCELLATION- You may cancel your room with no penalty up until 11.00 am on the day of arrival – this is not only for your peace of mind but also for the safety of other guests and staff as we would encourage you to cancel if you feel unwell or experiencing symptoms.
- COVID-19- If you become unwell during your stay with us you will be asked to leave as soon as possible and without further contact with guests and staff in order to self-isolate at home.
- SANITISER- There will be sanitiser stations at the front and back entrances and around the property as well. Please always use upon entry.
- SOCIAL DISTANCING- We will be operating under reduced capacity in order to ensure guests are spaced wherever possible .
- CONTROLLED ACCESS- Pre- bookings where possible. Name and telephone number to be given for Track & Trace purposes and proof of name with credit/debit card. For parties over 6 all adults to provide additional proof of same household.
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- As you can appreciate, this is a very fluid situation and our procedures are under constant review and are updated as government guidelines change. We would ask guests to respect the social distance and hygiene requirements throughout the hotel.
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- We hope you enjoy your stay with us.
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- Elyse & Michael Waddy, Len & Elizabeth Maddocks & Osborne team
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