

Enjoying Dunstanburgh Castle Cottages during Covid 19 restrictions

Welcome to Dunstanburgh Castle Hotel & Cottages – it's great to have you back!

The information below is designed to keep guests and our team safe

Please read and follow the guidance closely

Check-In

Check-In from 3pm

Please come to hotel reception and a member of our reception team will take you to your cottage

For your safety, each cottage will be ventilated, sanitized with ozone for a minimum of 30 minutes, and deep cleaned before your check-in

During your Stay

Please wash and sanitise your hands frequently during your stay

Please observe current social distancing rules 1 metre+ whenever possible

Check-Out

Please vacate your cottage by 10am

For the safety of our staff and other guests, we would ask you to:

- strip your beds and leave linen by the back door
- load crockery and cutlery into the dishwasher and put the dishwasher on
- open windows upstairs and downstairs to ventilate your cottage before departure

Dining in your Cottage

Guests can enjoy drinks & dining in your cottage and gardens

Room service can be ordered from the main hotel 12noon-9pm and can be delivered to your cottage or garden

A small service charge of £2.50 per total order will be applied for delivery and collection afterwards

To order Room Service:

We recommend ordering room service before 5pm to avoid disappointment

- Call reception 01665-576111 with your order
- Visit our website www.dunstanburghcastlehotel.co.uk / order online / Room Service

Drinks & Dining inside Dunstanburgh Castle Hotel

Bed & Breakfast Guests:

Your table will be allocated for breakfast – a card on each table will indicate which room holds the reservation

Your table will be reserved for your use only for the full duration of breakfast service 8am-9.30am

To maintain safe social distancing, breakfast tables will be reserved in the both restaurants and our dining lounge – please ask a member of staff if you need assistance finding your allocated table.

We offer full table service for all hot drinks, toast and delicious cooked breakfast

Our breakfast bar will also offer safely wrapped cereals, yoghurts pots, wrapped fruit salad bowls, juices and pastries to grab and go

Please use hand sanitiser before and after visiting the breakfast bar and maintain a safe social distance whilst at the breakfast bar – max two guests at the breakfast bar please

If you do not wish to visit the breakfast bar, our staff will be happy to bring items to your table

Drinks & Dining:

Guests are very welcome to enjoy drinks and dining in our main hotel & gardens from 12-9pm

We would encourage you to reserve a dining table as early as possible – this will allow us to space guests safely and maintain social distancing

To Reserve a Table:

Visit Reception

Call 01665-576111

Visit our website www.dunstanburghcastlehotel.co.uk / Dining / Book a table

Several tables will be available for drinks only in our lounge – you are welcome to take drinks outdoors if these tables are full

Whilst inside the Hotel:

The main entrance at the front of the hotel will be the only entrance

The side door to the hotel will be the only exit

There will be a one way system operating in the hotel, as indicated by signage

Table service will be offered for drinks and food

Please wait for assistance from a member of staff when you enter the hotel - you will be taken directly to your reserved dining table or a table in the lounge for drinks

Face masks can be provided upon request.

Whilst inside the Hotel cont....:

Hand sanitising gel will be provided on all dining tables and at various points throughout the hotel, please use regularly.

Our team will be wearing masks and/or face shields and will maintain a 1 metre+ social distance wherever possible.

Public areas will be sanitized with ozone either over night or after food service - if you see a sign "sanitizing in progress" please do not enter the area until the sign is removed.

All public doors within the hotel will be kept open during the normal operating times of the hotel to aid ventilation – they will be closed last thing at night.

If you feel symptoms including fever, headache, sudden loss of taste/smell, persistent cough – please contact NHS 111 immediately

For more specific guidance please visit www.nhs.uk / coronavirus