

**Enjoying your stay at Dunstanburgh Castle Hotel  
during Covid 19 restrictions**

Welcome back to Dunstanburgh Castle Hotel, Embleton – it's great to have you back!  
The information below is designed to keep you and our team safe  
Please read and follow the guidance closely

**Check-In**

Check-In starts at 3pm  
Please come to reception and a member of our team will take you to your room

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

**Check-Out**

Please vacate your room by 10am

For the safety of our staff and other guests, we would ask you to open the room windows to ventilate your room before departure

If you have chosen daily housekeeping, we request that you open your windows to ventilate before leaving your room each day

**For your safety whilst inside the Hotel:**

Please observe current social distancing rules 1 metre+ wherever possible

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Please wash and sanitise your hands frequently during your stay

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

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There is a one-way system operating in the hotel, as indicated by signage:

The main entrance at the front of the hotel will be the only entrance – please use the stairs by reception to go upstairs to your room wherever possible

The side door to the hotel will be the only exit – please use the main stairs going down to the side door to exit from your room wherever possible

### **For your safety whilst inside the Hotel cont....:**

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

Face masks can be provided upon request from reception

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

Internal doors in the corridors will be kept open during the normal operating times of the hotel to minimise contact and improve ventilation throughout the building.

These will be closed last thing at night for your safety.

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For your own safety and comfort, we would advise hotel guests to use your own en-suite bathroom facilities upstairs wherever possible, rather than the public facilities downstairs.

### **Drinks & Dining inside Dunstanburgh Castle Hotel**

#### **Breakfast:**

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.

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As always, we offer full table service for all hot drinks, toast and delicious cooked breakfast

Our breakfast bar will 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

### **Lunch & Dinner:**

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

Please reserve a dining table as early as possible – this will allow us to space guests safely

*Guests booked on Dinner, Bed & Breakfast will automatically have a table reserved in our dining room – our staff will confirm your reservation time at check-in on your first evening and each morning at breakfast thereafter*

Full table service will be provided for drinks and food inside the hotel

Please wait for assistance from a member of staff when you arrive to dine - you will be taken directly to your reserved table

### **To Reserve a Table:**

Visit Reception in the morning

Call reception 01665-576111

Visit our website [www.dunstanburghcastlehotel.co.uk](http://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

### **Room Service**

Guests are welcome to enjoy drinks & dining in their room

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

### **To order Room Service:**

- Call reception 01665-576111 with your order
- Visit our website [www.dunstanburghcastlehotel.co.uk](http://www.dunstanburghcastlehotel.co.uk) / order online / Room Service