



SafeStay @ Whittlebury Park

Whittlebury Park has launched its **SafeStay** initiative so that the reassurance needed can be given to its valued team members, guests and supplier partners.

SafeStay incorporates the most recent guidance from the UK government and the advice and direction from our retained Environmental Health consultants.

Above all, health, safety and security remain our paramount objective, and we are confident that Whittlebury Park have implemented the measures needed so that we can safely open our doors to everyone once again.



Cleanliness and Hygiene

- Our housekeeping team have always taken **pride** in their **thorough** approach to cleaning to ensure the highest of standards of cleanliness for our team members and guests, which is why we have never outsourced this service
- We will have **increased** frequency of cleaning in all public areas, and bedrooms and meeting rooms will see particular attention paid to those high touch areas such as switches, controls, door handles, desks etc
- We continue to partner with the Zenith Hygiene Group to provide the most **appropriate** cleaning products for the hospitality industry at these times
- Bedrooms, meeting rooms & spa treatment rooms will all have a branded room seal to indicate that nobody has accessed the area since the last **clean** by our housekeeping team
- We have **removed** non-essential items from our rooms, such as pads, pens, menus & directories
- We have installed **additional** hand sanitiser stations, including several contact-free units, across all areas of the business such as inside & outside of the public area toilets, reception, outside all dining areas and bars, and by the lifts and stairs
- We have introduced highly visual **fever detection system** by Temp.cam at the main entrance points for both our team members and all visitors to Whittlebury Park
- We have achieved AIM Secure, the new accreditation by the Meetings Industry Association, plus Visit Britain's recently launched industry standard of "We're Good To Go"





Social distancing

- We have introduced a 'Keep Left' **one-way** flow process in public areas and within our meeting room floors, and our Silverstone Bar will operate separate entry & exit points, as will our dining outlets where possible
- We have introduced a staggered arrival policy for our guests so that any small groups are able to adhere to the appropriate distancing measures
- Our new mobile check in app that has been rolled out in conjunction with our technology partner Agilysys will allow for a **limited contact** check-in service
- We have developed a new web based food & beverage ordering service accessed via a QR code, so no need to download an app. This service allows all snacks and meals to be ordered and paid for in a few clicks, and then delivered to your room or your table – **your choice**
- Everything will be signposted to help with our changes



Flexible booking terms & conditions

- We are clearly looking forward to **welcoming our guests** back to Whittlebury Park but we also understand that there may be some hesitation around booking terms, so we are pleased to confirm that for all new bookings made from now up until 31st December 2020 for any future date, that they will be fully refundable and transferable
- Whilst social distancing measures remain in place we are committed to offering more space to our guests, so visits to the Spa will be quieter and more tranquil as we are reducing capacity down by **75%**, and we will offer oversized meeting rooms for our training, conference and event guests as a result of reducing capacities to **40%** of previous delegate numbers
- For those supplier partners that operate booking channels for Whittlebury Park, we continue to **pay promptly**



Food & Beverage

- All food & beverage services will be available to order via our new web based tool developed in conjunction with KitchenCut
- Our Estate Executive Chef has developed a range of tasty food dishes that will be available for plated, takeaway and Bento box styled eating
- We have reduced capacities in all restaurants to allow for more privacy and will offer oversized private dining options for groups when we are able to fulfil based on guidelines
- Whittlebury Park is fortunate to have a lot of public space, lounges and courtyards, which means that you can enjoy your food & drink in your own area of peace & tranquillity if required
- All of our outlets will now be cashless to avoid unnecessary contact so Apple Pay, Google Pay and contactless will be available for your purchases



Training our Team

- All of our team members will have gone through the appropriate updated training on procedures before returning to Whittlebury Park, and will continue to be trained as per guidelines by our Environmental Health consultants in conjunction with Public England and the UK government
- All team members will be temperature checked before starting their shifts
- We will run morning and afternoon briefings for our teams to ensure all appropriate updates are given and actioned when & where necessary
- All team members will be issued with the appropriate Personal Protective Equipment for their roles, for example face masks or Perspex covering visor face masks when within 1 metre of a guest or colleague