

The George Inn – COVID 19 – Hotel Guest Policy

Dear Guest,

Thank you for choosing to stay with us at the George Inn. This document will outline some changes we have made to our standard operation during the Covid-19 Pandemic, in accordance with government guidance, for the safety of our customers and staff.

Face Coverings – Face coverings must be worn in all public areas, except when sat at a table eating or drinking

Remote Check In – You will receive a guest registration form, if you can please complete this to register all your guests in advance of arrival.

Arrival – Guests can arrive from 4pm, Upon arrival at the hotel ensure you are wearing a face covering before proceeding through the designated entrance following the signs, ensuring to keep a 2m distance from other customers whilst queuing. You will reach a table asking you to wait for assistance, please wait here until directed by a member of staff.

Finding your room – Our staff will give you your keys and direct you to your room, we are unable to escort guests to their rooms at this time, as we are trying to minimise any unnecessary contact. On making your way to your room please observe the one way system which shall be explained to you by a member of the team. Please note only registered guests are permitted in your hotel room.

Room Keys – Your keys will allow you access to the hotel 24hrs via an external door which will be locked from 10pm. Please ensure you close this door behind you outside of opening hours.

Cleaning of your hotel room – To help reduce the risk of spreading any infection our housekeeping team will not be entering your room during your stay. If you require fresh towels or a refill of teas and coffees please leave dirty towels, and coffee trays outside your room between the hours of 9am to 2pm daily. Outside of these times a member of the front of house team can provide assistance for extra items if you enquire from your table.

Breakfast – If you have breakfast included in your room rate, this will be provided in the morning in our restaurant between 8am to 10am. Upon arriving at the restaurant, please wait where instructed by signage and a member of the team will show you to your table. There will be no breakfast buffet, but both cold and hot food and drink options can be ordered by a member of the team.

Other Meals/Drinks – We will be serving food daily between the hours of 8.00am to 2.00pm & 6.00pm to 8.30pm. Drinks will also be available in the bar & restaurant until 9.30pm, from 10.00pm till 8am these areas will be locked. It is essential that you book a table in advance, this can be done before check-in by emailing thegeorgeinnbraunton@gmail.com or calling us on 01271 814903. During your stay you can book a table by calling the bar. All Drinks and Meals must be paid for at the time of ordering, via contactless card (where possible).

24 Hour Emergency Assistance – Between 8.00am and 10.00pm you can reach a member of staff by dialing 102 from your phone. Outside of these hours a member of staff is contactable for emergency assistance by calling 100.

Check-out – Please leave your keys in the room, or on your breakfast table on the day of departure. All room payments will be taken in advance. If you have booked on a non-refundable rate payment is taken at the time of booking, for all other rates payment will be taken upto 48hrs before arrival from the card information supplied at booking.

We look forward to welcoming you to the George

Kind Regards

Chris, Amy and the Team