



COVID-19 PRECAUTION POLICY

In line with the Welsh Government guidelines, please see below the restrictions we are bound by and the precautions we have put in place to ensure both staff and guests remain safe during this restricted period.

OVERVIEW

Where possible a 2 metre social distancing protocol will apply throughout the hotel, including public areas and entrances and exits.

Enhanced cleaning practices have been put in place for guest bedrooms and in all public places, especially for high contact areas, such as switches, handles, remote controls etc.

Our teams have been provided with the relevant PPE appropriate for their department.

We will make available 'sanitizing points' around the hotel, where guests can regularly clean their hands. Specifically, entrances/exits.

We will monitor the health of our staff and any staff member with symptoms, or someone in their household who has symptoms, will self-isolate in line with guidelines. We reserve the right to ask any guest to leave if they are showing signs and symptoms of COVID-19, for the security and protection of other guests and staff.

HOTEL ENTRANCES AND PUBLIC AREAS

Social distancing applies everywhere, including public areas and outside entrances. We ask guests to respect this policy and where ever possible keep 2 metres apart from others. Guests and visitors are also requested not to congregate in any of our public areas.



THE DRAGON
MONTGOMERY

VISITOR TOILETS

Our toilets will be open, but operating on a “one out, one in” policy. As well as the normal washing facilities in the toilets, there will be additional sanitizing stations at the entrance.

The toilets will be monitored and taps, handles, doors etc will be regularly disinfected.

GUEST BEDROOMS

Facilities - For everyone’s protection, certain items will be removed from rooms, so guests are encouraged to bring their own toiletries and hairdryers.

Servicing – All rooms will be thoroughly cleaned prior to any stay and no access will be made during a guest stay. Housekeeping or maintenance will only enter a room at the request of a guest to attend to a reported issue, but in doing so will take all necessary precautions and wear the appropriate PPE.

If a guest is staying for 3 days or more, they will have the option, where possible to move another room. Fresh towels and water will be supplied each day and additional items can be requested from reception, when required.

MEALS

Our bar and Bistro will be open, but we will look to arrange pre-booking of meals as much as possible, to eat at designated times.

Breakfast will be 7.30am-9.30am Guests will be asked to pre order breakfast choice and preferred time, upon arrival.

Dinner will be served between 6pm-8.30pm and guests will be asked to book a table in advance either inside or outdoors.

Drinks from the bar will be available for residents and other customers from 6pm-10.45pm. At 11pm, all guests will be asked to quietly vacate the area soon as possible.



CHECKING IN / OUT

While restrictions are in place, in order to keep everyone as safe as possible and to allow adequate time to ensure deep cleaning of rooms, we have made an adjustment to normal check in and check out times.

Check in is now 3pm-8pm, unless discussed prior to arrival

Check out is by 10.15am latest

Where possible, we are operating an on-line check in procedure, so that on arrival, guests need only pick up their key, having supplied us with all the necessary information beforehand.

Guests will be encouraged to pay by card where possible. The card pay machines will be wiped down after each use.

TRACK AND TRACE

As part of the Track and Trace process, we will be asking all residents and day visitors the following information:

Name

Address / Post Code

Phone number / Email

Date/Time of visit

This information will be kept in line with our normal Data Protection Policy and until such time it is deemed that Track and Trace precaution is no longer required.

This policy will be in place while Covid-19 precautions are required and updated/amended as an when required by government regulations.