

August 2020

Dear Guest,

Thank you for your upcoming reservation with us, we really appreciate your support and want to ensure that you have a very comfortable and safe stay with us.

We are delighted to inform you that we have successfully achieved the 'Good to go' standard which gives you the assurance that we have followed all of the guidelines regarding safety.

Some things may feel a little different:

- Breakfast will be served in the main dining room between 7.30 and 10am weekdays, and 8am till 10am weekends.
- We kindly ask that guests do not arrive until after 3pm to check in. This is to ensure that our Housekeeping team have their full time allocations to implement their enhanced cleaning standards for our guests safety
- We would appreciate card payments where possible, and all room keys will be sanitised thoroughly.
- Hand sanitising stations will be positioned in our key public areas along with appropriate signage. Please feel free to use these as often as you wish to.
- Every bedroom and bathroom will be fully ventilated, cleaned and disinfected following each stay. Any printed and non-essential items will be removed from guest rooms to avoid cross contamination.

On entering the rooms, guests will find welcome information regarding current policies and procedures, and ordering breakfast and evening meals.

- Unfortunately we are unable to service guest rooms as we have to avoid persons entering a guest room as much as possible. We are more than happy to offer further supplies of tea and coffee, toiletries and fresh towels and these will be delivered to your room.
- All of our staff have undergone comprehensive training on how to protect themselves, our community and our guests from the transmission of Covid-19.

If you have any further questions, feel free to contact reception prior to your stay on 01834869006 or by contacting [info@plashyrydhotel.com](mailto:info@plashyrydhotel.com). During your stay you can just press the reception key on your room telephone.

Most importantly, we are confident you will receive a warm, Welsh welcome from everyone here at The Plas, We can't wait to look after you!

Yours sincerely,

*Team Plas*



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