

STEP 4 MEASURES AT THE RIVERSIDE

Whilst there are general items explained below, there are other specific items relating to your stay at The Riverside – please read until the end.

SIMPLE MEASURES EXPECTED OF EVERYONE – PLEASE CONTINUE TO DEMONSTRATE YOU ARE COVID SAFE

- Face masks are a personal choice for customers and staff.
- Social distancing: hold back, give way and have patience when you are moving in and around the building.
- Use hand sanitisation stations at entrances/exits.

BEFORE YOU SET OFF

- Only travel if you are feeling well, are permitted to do so and do not have any COVID-19 symptoms.
- Lateral flow testing is freely available. Continue to test regularly even when you are here.
- Complete your registration before arrival. This will arrive 24 hours before your arrival by email.

CHECKING IN

- Check in is from 4pm - we are unable to accommodate any earlier check ins.
- Please use the accommodation door (the one with no windows) and not the restaurant door.
- Non-essential items have been removed from the room: hairdryers, alarm clocks, extra pillows and blankets. Please consider bringing these with you should they be needed for your stay.

STAYING ON (MULTIPLE NIGHT STAYS)

- Room servicing is currently suspended for guests staying on. Should you require any extras, please let us know at breakfast when our housekeeping team are in.

BREAKFAST

Breakfast is between 8:30am and 10:00am each morning. Pre-order your breakfast before 9pm the evening before. Alternatively, guests are welcome to a breakfast grab bag instead of the usual breakfast in the dining room. These bags consist of a carton of orange juice, porridge oats with jam, cereal bar, pain au chocolate and an item of fresh fruit – a handy arrangement for anyone wanting a quick start to the day.

DEPARTURE – BEFORE YOU LEAVE

- Check out is before 10am on your departure day.
- Open up the windows in your room to ensure the room is well ventilated for our staff to walk into.
- Place your towels and bath mat into the bath or shower tray.
- Collect all of your belongings, place all the rubbish into the bin and dispose of any excess rubbish into the bins in the car park on your departure.

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Please note that as part of our checking in routine, we will ask you "how is the weather outside?" and we would like you to respond with that "it's snowing" as a means for us to know you have read our COVID-19 measures. Any other response will mean that we will give a paper copy of the above.

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