

the stuart

Arrival Date: 15th June 2020

Departure Date: 16th June 2020

Booking Reference: BK081588

It is almost time for our team here at Best Western The Stuart Hotel to wish you a warm welcome.

In anticipation of your arrival we thought we would provide you with some useful information.

Check in is available from 2:00pm and check out is at 11:00am. **The car park** is situated off London Road, the right of the main entrance. Please drive up to the barrier, which will raise automatically to let you in and reception will issue the code for exiting on check in. For your Sat Nav use DE1 2QR.

COVID-19

During this time there have been some changes at the hotel to create a safer environment for our guests and staff.

CHECK IN

You receive a link by email tomorrow so that you can complete check in, prior to arrival. The hotel will issue you your key on arrival at the main reception desk.

There is a marked area in the lobby for reception, we ask that you respect the 2-metre rule, and wherever possible throughout your stay.

Sanitiser and gloves are available in reception and if you wish to wash your hands the cloakrooms are found down the left-hand corridor past reception, on the left.

Please be aware check in may take longer than normal, your patience and assistance in this is greatly appreciated.

FOOD AND BEVERAGE

Currently the restaurant and the bar areas are closed, we are serving breakfast and dinner to the room and details can be found here www.thestuarthotel.com/xsrestaurant

Ordering of food can be done by telephone from your hotel bedroom.

HOUSEKEEPING

The hotel has a comprehensive cleaning regime. To minimise contact bedrooms where guests are staying more than one night are not accessed by housekeeping staff. Additional toiletries, towels etc can be requested via the Hotel WhatsApp Group and if you require a full service this can also be requested. If you can advise us before 9.00am on the day you require the service, we would appreciate it.

DURING YOUR STAY

We ask that any contact with reception during your stay is done by telephone, email or the WhatsApp Group and guests refrain from going to the reception desk.

Guests will come across other guests and staff in corridors, stair wells and the main reception. We ask that guests be extra vigilant and communicate with each other to allow each other to pass whilst maintaining social distancing as much as possible.

Please be advised that all our bedrooms are sold for single occupancy only.

We look forward to welcoming you to Best Western The Stuart Hotel, if we can help further or if you have any queries please do not hesitate to contact myself or one of my colleagues on 01332 340633.

Kind Regards

Tina Pearson
Business Development Manager