



What to expect during your overnight stay or meal at Fraser's.

- 1- **Pre Check in:** Prior to your stay we will contact you and request that you check in remotely, informing us of the names, address and postcode and telephone numbers of all individuals in your party. Please also advise us at this stage if you would like tea or coffee to be in your room upon your arrival. We will then be offering staggered check-in times to enable you to arrive at Fraser's relaxed. Once you enter our private drive, we would be grateful if you could contact us on 01233 756122 to advise us of your arrival. A member of staff will then come and meet you, adhering to social distancing, they will be wearing disposable gloves, disposable apron, and face mask. We will then take the temperature of each person in the party.
- 2- **Arrival at your room:** Pre Covid-19 we would have come into the room with you and talked you through all the room facilities and given advice on any items that may be important to the success of your stay, however, due to our enhanced cleaning and sanitising of your room prior to your stay we will not enter your room with you, or offer to carry any of your luggage. We are fortunate that by the design of our accommodation there are no shared entrances to the guest rooms. **All the information required for your stay and any useful local attraction guidance will be sent to you via 'TouchStay' for you to peruse at your leisure prior to your stay with us.** Items in our rooms are single use, shampoo, conditioner, bubble bath and soap, however, due to the current climate we will not be able to offer the facility of giving you hairdryer's, irons, ironing boards or cotton wool. You will notice upon entering the room that any decorative features such as ornaments, throws and decorative cushions have been removed. There will be a kettle and hospitality tray in your room as per your request for tea or coffee pre check in.
- 3- **Drink:** All of our rooms have private tables and chairs outside the room, so if you would like to order any drinks to your room please call 01233 756122 and we will deliver it to your room.
- 4- **Food:** You will be allocated a table for both dinner and breakfast which will be at least 1m from adjacent tables. You will be sent the menu for your food selections prior to your stay, at this point we will also request you forward any specific dietary requirements.
- 5- **Service:** To ensure both the safety of our valued customers and staff we have changed our food dining concept at Fraser's. Guests will be allocated a larger table to adhere to a minimum of 1metre distancing for the safe delivery of food and drink items for both the customers and staff. Likewise with glasses, your table will not be pre-laid, once you have made your drinks selection a suitable disinfected glass along with your selections will be brought to your table.
- 6- **Use of Washroom Facilities:** We will operate on one way system for utilising washroom facilities in the restaurant, we politely request that guests sanitise their hands prior to entering the lobby, we will operate a one in and one out for the Gentleman's, Ladies and Disabled toilets. Antibacterial hand soap will be provided in the toilets, hand towels have

Fraser's Coldharbour Farm Egerton Nr.Ashford Kent TN27 9DD

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been removed and contactless air driers are provided. On exiting the lobby there will be an additional sanitising station which we would be grateful if you could re sanitise before re entering the restaurant.

- 7- **Paying your bill:** We would request that any outstanding bills are paid remotely and settled after your meal.
- 8- **Check Out:** We will leave in your room a pair of disposable gloves per person, hand sanitiser and 2 new, unused bin bags, we would be very grateful if you could strip your bed and put the sheets in one bag and your towels in another and leave these outside of your room. We will also leave a smaller bag for you to dispose of your gloves, you can then hand sanitise before you leave. Please open windows in both the bathroom and bedroom prior to your departure if it is safe to do so, I.E not if it is heavily raining, or extremely windy.
- 9- **Covid 19:** We politely request that if you have any Covid 19 symptoms prior to your stay that you postpone your stay with and if you develop any symptoms during your stay that you inform a member of management via telephone, and we politely request that you vacate the property.

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