



# The House of Daniel Thwaites



# Delivering Superb Hospitality – protecting your wellbeing, helping you to feel at ease

Our family business has been passionate about delivering superb hospitality for over 200 years. From humble beginnings at our Lancashire brewery, we have continued in the footsteps of our founder Daniel Thwaites, adapting our hospitality to give you an experience that is second to none.

The safety and wellbeing of our guests and team members is always at the forefront of our minds and in today's world this has never been more important than now. As we have learnt more about our current world we have been working hard to adopt new measures to help you feel confident about your own wellbeing and that of our teams.

We have built into our normal working practices a continuous cleaning and sanitising regime, measures to protect your personal space wherever possible and comprehensive and detailed training for every team member. This guide details all the measures we currently have in place to ensure everyone's safety and wellbeing is carefully considered.

All this does mean that some things might feel a little bit different for a while, but rest assured we are actively monitoring external guidance as well as all feedback continuously to ensure that we are flexible, responsive and adapt ourselves quickly to ensure that we are in line with best practice.

At present this new regime is our number one priority, however we are also very mindful that it goes hand in hand with giving you the best and richest

experience that we pride ourselves on. As a result you can be confident that from the moment you visit any of our properties that you will be well looked after with a warm welcome from a friendly face.

We have missed seeing our guests enormously – it has felt very strange having our lovely properties empty but the Thwaites family are now back up and running and we can't wait to welcome you soon.

After all, we've been delivering superb hospitality since 1807... we have survived wars and pandemics before and we will work tirelessly to make sure that we come through today's challenging environment, confident that we will continue to do what we do best – helping you to feel at ease and enjoy your visit.

With my very best wishes,

**Rick Bailey**  
Executive Chairman, Daniel Thwaites

# Public Areas

From the minute you step through any of our doors you can be confident that we have many measures in place to help us all to stay safe as well as subtle reminders to our guests and team members to adhere to social distancing guidelines to protect each others personal space.



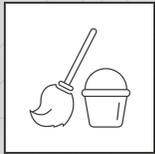
## Signage

At the front of property we have signage detailing all the safety measures we have in place. Where we have spa, fitness and meeting facilities we detail specifics for these areas too.



## Hand Sanitiser

Hand sanitiser stations are available in many locations around the property for both guests and team members.



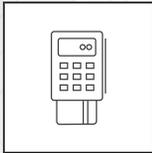
## Cleaning

Public and team member areas will be continuously cleaned & sanitised. We are working in partnership with Holchem – industry leaders in specialist hygiene products.



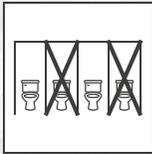
## Social Distancing

Social distancing measures are in place in line with current guidance. This is highlighted with signage where relevant.



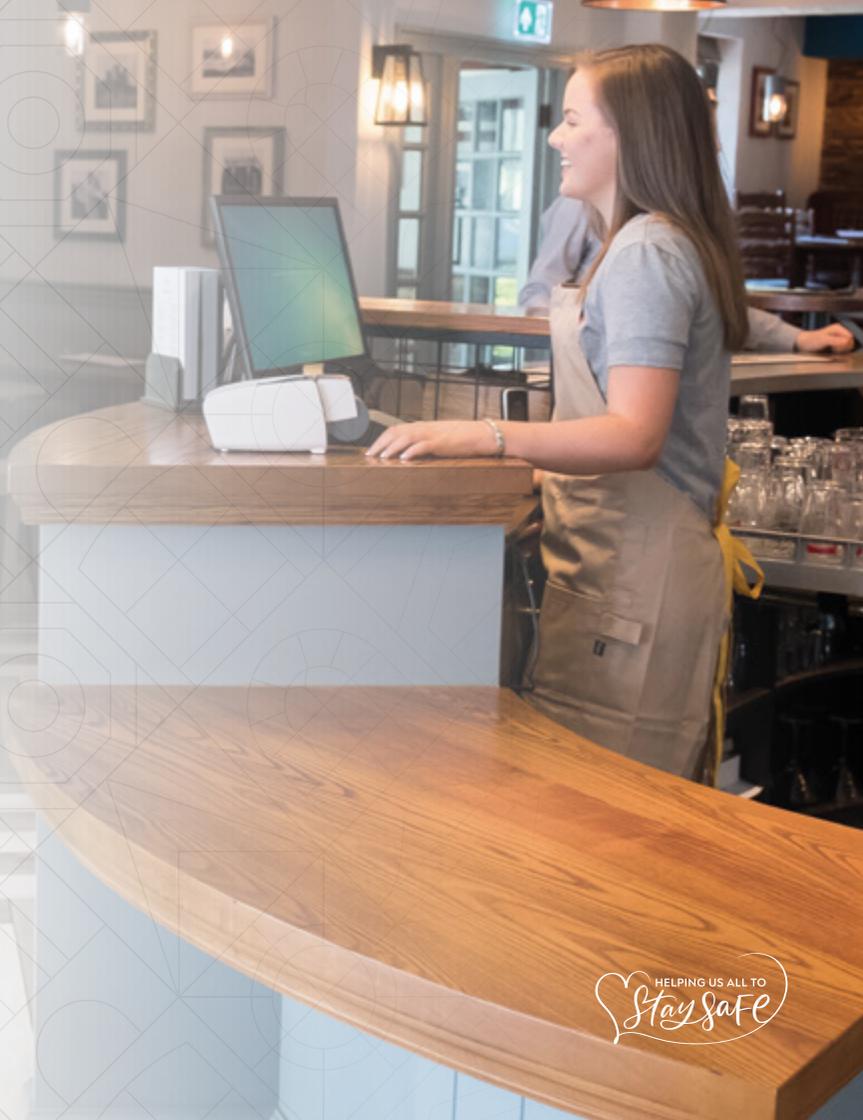
## Contact Areas

We're encouraging contactless payments. Contact areas including the chip & pin machine will be sanitised after every use.



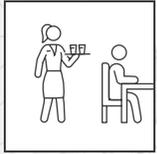
## Toilets

Where we have a number of toilet cubicles and urinals, we have closed off the middle ones to aid social distancing.



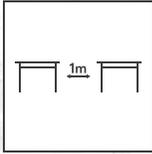
# Restaurant & Bar Areas

As well as all the measures as detailed for public areas, the following measures have been put in place in our restaurant and bar areas and in-room dining. Whilst we have introduced contactless ordering this is just an option available if you choose to use it. Our teams are always on hand to help and to take your order at your table.



## Table Service

Our bars are open but we would prefer to serve you at your table. One of our team members will seat you and will take your order. Or, we will shortly be launching a new online order and pay service which you can use should you choose to.



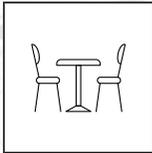
## Social Distancing

Our tables and chairs have been distanced according to current guidance to help protect personal space.



## Online Order & Pay – Coming Soon

We are just dotting the i's and crossing the T's on a new online order & pay secure site. When this is launched, simply go onto the QR code on the menu and you can choose from our food and drink menus, order and pay totally contact free (our teams are always here for you should you wish to order from them though).



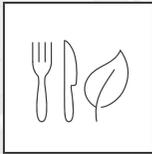
## Table Set Up

Your table will only be set up once you are seated. We will use disposable single use products where necessary and everything that is reusable is cleaned and sanitised between uses.



## Menus

Our menus will either be fully wipeable and will be cleaned and sanitised after each use, or they are disposable and will be recycled after each use. All our menus can be found online to using the QR code.



## Al Fresco

Where we have them our al fresco dining areas are all open (weather dependent) and you can either use our online order and pay system for both food and drinks or our team will be happy to take your order (at a social distance).

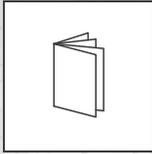
# Guest Bedrooms

There are some measures that we have put in place that are specific to our guest rooms. We will continue to monitor guidance and also feedback from our team members and will adapt our measures accordingly and as relevant.



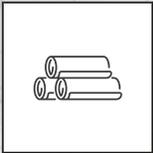
## PPE

Our housekeeping teams will be wearing PPE in line with guidance to service all bedrooms.



## Minimal Printed Materials

Depending on the property, we have removed printed materials from bedrooms. Where we do have these they will be cleaned and sanitised between each guest stay. In our Spa hotels information.



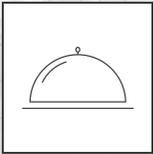
## Linen & Towels

All linen and towels will be washed at a higher temperature.



## Room Replenishment

Depending on the property, we have also removed certain single-use products from our guest rooms for example toiletries and drinks sachets. These are all still available – simply ask at reception and these will be provided straight away for you.

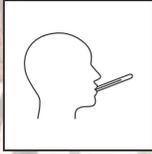


## In Room Dining

Our menus are available for both eating in our restaurant and bar areas (dependant on the property) and also in-room. Simply call reception to place your order from your room or, very soon you will be able to use our online order and pay system. Your tray will be left outside your room to minimise contact.

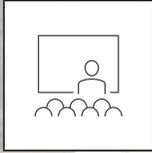
# Our Team Members

Our team members make us who we are and their safety and wellbeing is of utmost important to us. To ensure this we have adopted the following safety measures. Again, we will adapt these in line with guidance but also based on feedback we get from our teams as it is extremely important that these measures work for them and they feel 100% confident and comfortable coming to work...



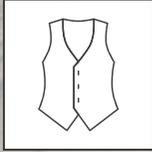
## Team Wellbeing

All team members are temperature checked and asked a series of health questions at the start of every shift. This takes place in a designated Team wellness space in the property where hand sanitiser and clean uniform is also available.



## Team Training

All team members have completed COVID 19 specific training before working in our properties.



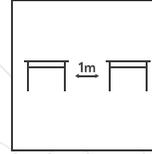
## Team Uniform

Uniform for some specific roles is only put on when our team member arrives at the property and is removed before they leave.



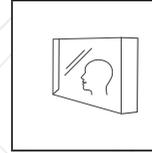
## Team Member Communications

Through daily huddles, an online internal communications system, posters in property and direct contact all team members are kept up-to-date on all relevant information and can also feedback directly to their manager.



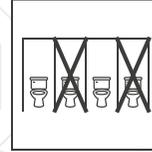
## Social Distancing

All team members are adhering to the current guidance on social distancing. Tables and chairs in team areas have been moved apart as have desks in support office areas.



## Protective Screens

We have implemented protective screens in relevant areas to protect both our team members and guests.



## Team Toilets

Where we have multiple team toilet cubicles and urinals we have closed the middle ones.



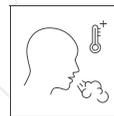
## PPE

Team members will be wearing personal protective equipment in line with guidance and this is always available if our team members want to wear further protective equipment.



## We Need Your Help Too

It goes without saying that, as much as we can't wait to see you, to keep everyone safe we need your help...



### Symptoms

If you or anyone in your household has any symptoms of COVID 19 we ask you not to visit any of our properties. If you do develop any symptoms whilst at any of our properties, we have thermometers available for you to check your temperature.



### Hand Washing

Please wash your hands regularly for at least 20 seconds. Hand sanitiser is also available throughout the property.



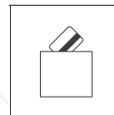
### Social Distancing

Please adhere to social distancing guidance at all times.



### Pre-Payment

It would be great if you could pre-pay for your stay and use contactless when here and where possible. We also have an online order and pay website for food and drinks.



### Express Checkout

Please use the express checkout box in reception to minimise contact on checkout.

# We are really proud of all our properties that are part of The House of Daniel Thwaites... Spa Hotels & Lodges



## **Aztec Hotel & Spa**

Aztec West, Almondsbury, Bristol, BS32 4TS  
T: 01454 201090 E: [reception@aztechotelbristol.co.uk](mailto:reception@aztechotelbristol.co.uk)  
[aztechotelbristol.co.uk](http://aztechotelbristol.co.uk)



## **The Lodge At Bristol**

Aztec West, Almondsbury, Bristol, BS32 4TS  
T: 01454 201777  
[lodgeatbristol.co.uk](http://lodgeatbristol.co.uk)



## **Cottons Hotel & Spa**

Manchester Road, Knutsford, Cheshire, WA16 0SU  
T: 01565 650333 E: [reception@cottonshotel.co.uk](mailto:reception@cottonshotel.co.uk)  
[cottonshotel.co.uk](http://cottonshotel.co.uk)



## **Kettering Park Hotel & Spa**

Kettering Parkway, Kettering, Northamptonshire, NN15 6XT  
T: 01536 416666 E: [reception@ketteringparkhotel.co.uk](mailto:reception@ketteringparkhotel.co.uk)  
[ketteringparkhotel.co.uk](http://ketteringparkhotel.co.uk)



## **North Lakes Hotel & Spa**

Ullswater Road, Penrith, Cumbria, CA11 8QT  
T: 01768 868111 E: [reception@northlakeshotel.co.uk](mailto:reception@northlakeshotel.co.uk)  
[northlakeshotel.co.uk](http://northlakeshotel.co.uk)



## **Solent Hotel & Spa**

Rookery Avenue, Whiteley, Fareham, Hampshire, PO15 7AJ  
T: 01489 880000 E: [reception@solenthotel.co.uk](mailto:reception@solenthotel.co.uk)  
[solenthotel.co.uk](http://solenthotel.co.uk)



## **The Lodge At Solent**

Rookery Avenue, Whiteley, Fareham, Hampshire, PO15 7AJ  
T: 01489 880035  
[lodgeatsolent.co.uk](http://lodgeatsolent.co.uk)



## **Thorpe Park Hotel & Spa**

1150 Century Way, Thorpe Park, Leeds, West Yorkshire, LS15 8ZB  
T: 0113 2641000 E: [reception@thorpeparkhotel.co.uk](mailto:reception@thorpeparkhotel.co.uk)  
[thorpeparkhotel.co.uk](http://thorpeparkhotel.co.uk)

# We are really proud of all our properties that are part of The House of Daniel Thwaites... Hotels & Inns



## Langdale Chase

Windermere, Lake District, Cumbria, LA23 1LW  
T: 01539 432201 E: relax@langdalechase.co.uk  
langdalechase.co.uk



## Middletons Hotel

Skeldergate, York, YO1 6DU  
T: 01904 611570 E: reception@middletonsyork.co.uk  
middletonsyork.co.uk



## Bulls Head Earlswood

7 Limekiln Lane, Earlswood, Solihull, B94 6BU  
T: 01564 700368 E: relax@bullsheadearlswood.co.uk  
bullsheadearlswood.co.uk



## The Crown Inn Pooley Bridge

Pooley Bridge, Penrith, CA10 2NP  
T: 01768 425869 E: relax@Crowninnpooleybridge.co.uk  
crownpooleybridge.co.uk



## The Judge's Lodging

9 Lental, York, YO18AQ  
T: 01904 638733 E: relax@judgeslodgingyork.co.uk  
judgeslodgingyork.co.uk



## Lister Arms

Malham, Skipton, BD23 4DB  
T: 01729 830444 E: relax@listerarms.co.uk  
listerarms.co.uk



## The Millstone, Mellor

Church Lane, Mellor, Blackburn, Lancashire, BB2 7JR  
T: 01254 813333 E: relax@millstonemellor.co.uk  
millstonemellor.co.uk



## Beverley Arms

25 North Bar Within, Beverley HU17 8DD  
T: 01482 296999 E: relax@beverleyarms.co.uk  
beverleyarms.co.uk



## The Fleece

Market Place, Cirencester, Gloucestershire, GL7 2NZ  
T: 01285 658507 E: relax@thefleececirencester.co.uk  
thefleececirencester.co.uk



## The Golden Lion

Duke Street, Settle, North Yorkshire, BD24 9DU  
T: 01729 822203 E: relax@goldenlionsettle.co.uk  
goldenlionsettle.co.uk



## The Royal Oak

Main St, Keswick CA12 5HZ  
T: 01768 773135 E: relax@royaloakkeswick.co.uk  
royaloakkeswick.co.uk



## Toll House Inn

Penny Street, Lancaster, LA11XT  
T: 01524 599900 E: relax@tollhouseinnlancaster.co.uk  
tollhouseinn.co.uk



## The Royal at Heysham

Main Street, Heysham, Morecambe, LA3 2RN  
T: 01524 859298 E: relax@theroyalheysham.co.uk  
theroyalheysham.co.uk