



TWR Y FELIN HOTEL
ROCH CASTLE
PENRHIW PRIORY
Pembrokeshire, Wales

Welcoming you safely back

A message from our Group General Manager

“Penrhiw Priory, considers the health and safety of its Guests, Team Members and Community of paramount importance. We will have the following COVID Secure Measures implemented at Penrhiw Priory and its sister venues, while adhering to social distancing restrictions and other Government guidelines designed to safeguard public health and safety, to help minimise the spread of Coronavirus.

It is mandatory that all guests wear face coverings at all times when in Penrhiw Priory, Twr y Felin Hotel and Roch Castle.

We reserve the right to refuse, postpone or cancel any bookings from areas that are considered high-risk by the Group General Manager.

We look forward to offering you our usual warm Welsh welcome.”

Paula Ellis
Group General Manager



Pre-Arrival

To enable us to comply with the Test, Trace and Protect requirements, all Guests will be required to complete a short health questionnaire, before arrival, declaring your good health and absence of symptoms of the Coronavirus as a condition of their visit.

To enable us to cope with extra deep cleaning, on check-in, guests can only enter the building with their luggage from 4pm and must check-out by 11am. We request that you check yourselves in and out, using our app, a link to which will be sent to you three days prior to arrival. For those Guests who cannot use the app, we will contact you by telephone for your pre-arrival information.

In addition to the mandatory wearing of face coverings, hand sanitizers will be located at entrances/exits, and other key areas for our guests to use as frequently as possible. We will take the temperature of all of our guests each time you enter the buildings or arrive at the dining room for breakfast.

If guests become ill and are showing temperatures higher than 38c we will not allow you to enter the building further, and we will advise you to call NHS 111 and follow Government guidelines. You will be asked to return home and if you are not well enough to return home, we will advise you that you need to go to the nearby hospital.

Our usual service of showing guests to their rooms and showing them around the facilities of the public areas will be halted until further notice. Instead, we will provide information on how to use the room amenities via our app. For those who cannot use the app, please call reception for assistance with room amenities.





Reservations and Check-in

A later check-in time of 4pm and a check-out time of 11am has been implemented to enable our Housekeeping Team to cope with the higher level of cleaning required to meet the COVID-19 Secure standards.

When Guests are showing temperatures higher than 38c we will not be able to allow you to enter the building further and we will advise you to call NHS 111 and/or follow government guidelines. You will be asked to return home and if you are not well enough to return home, we will advise you that you need to go to the nearby hospital.

Contactless check-out and payments can be made via the app or for those who do not wish to use the app, they will be made by card (no cash) over the telephone from your room before departure.

Our usual service of showing Guests to their rooms and showing them around the facilities of each bedroom will be paused until further notice. Instead, we will direct our Guests to the location of their rooms and directory of facilities available on our app. Should Guests require any further assistance with familiarising themselves with the room amenities, we will ask them to call reception so we can offer advise over the telephone.

Food and Drinks

Our Honesty Bar menu will be available for guests to view and order via the messaging facility on our app, a link to which will be provided before arrival.

Breakfast is served in the dining room, or available as room service between 8am - 10am. You will be able to view the breakfast menu through this app.

For those guests who do not wish to use the app, the menu will be explained via telephone or shown to you in the dining room. Please note that specific times for breakfast will need to be made in advance.

We require all guests to pre-book a time for breakfast, whether served to outside the room or in the dining room. Our Honesty Bar service will be available by calling Reception between 7.30am and 7pm when we can deliver items to outside your room.





Housekeeping

As hypo-allergenic venues, cleanliness and hygiene has always been a priority for Penrhifw Priory. Additional cleaning protocols in bedrooms and all public areas have been increased as a result of the COVID-19 pandemic and will be implemented before and during your stay.

We will only be cleaning the rooms every four days or on departure for shorter durations. Extra towels will be placed in the wardrobe before your arrival for longer stay guests.

High Impact Touchpoint (HIT) cleaning to focus on:-

Amenities – glassware, crockery, cutlery, kettle, coffee machine and beverage tray

Bathrooms – taps, shower controls, flush handles, tissue boxes and drawer

Controls – light switches, power sockets

Doors and Handles - wardrobes, cupboards and drawers. Room doors sealed following HIT cleaning and inspection to reassure arriving Guests of cleanliness.

Digital – telephones, remote controls, electronic safes and hairdryers

Electronics – remote controls, safes, hairdryers, radios

Furniture – hard surfaces including desks, tables and bedside tables

We have removed non-essential bedroom items such as bed throws, scatter cushions, leaflets on local area, notepads and pencils. Information on the local area will be available on our app. For those who do not wish to use the app, we can provide information by telephone.

Hygiene welcome packs including hand sanitiser, sanitising wipes, and protective face coverings which **MUST** be worn at all times in the public areas except when consuming food and beverage, will be placed in guest bedrooms for arrival.

Public Spaces

It is mandatory for all of our guests to wear face coverings at all times when in the public areas, with the exemption of consuming food and drink.

Direct person-to-person contact is the primary way in which the COVID-19 virus is spread, so it is essential all Team Members and Guests minimise their contact with each other at all times.

All surfaces will be thoroughly treated with approved disinfectant cleaning products. Deep cleaning will be performed at regular intervals throughout the day.

When preparing your rooms for arrival, we will wear appropriate PPE including masks and gloves, in adherence to government regulations and guidance. We have undergone training on the health and safety procedures and the implications of COVID-19, with constant refresher training courses. We will practise social distancing between Team Members as well as Guests. Office spaces have been reconfigured to enable this.





We look forward to offering you our usual Warm Welsh Welcome

