



Madingley Hall

conferences, meetings and events

SAFE ACCOMMODATION AT MADINGLEY HALL

To keep our guests and staff safe, we have implemented a range of measures when Madingley Hall reopens. We want to ensure that your stay is a memorable and enjoyable occasion while following Government safety guidelines. The measures below may be updated to reflect any changes to this policy.

BEFORE YOUR ARRIVAL

You will receive a welcome letter via email before your arrival explaining where keys to your room can be collected.

Payment for the room will be taken in advance of your stay using the card number provided at the time of booking.

Please note that it is vital that all guests are aware of the [symptoms of Covid-19](#) and that they do not come on site if they have any of these symptoms.

ON ARRIVAL AND DURING YOUR STAY

To meet social distancing requirements, bedroom keys will be left in the reception lobby for collection on arrival.

Reception staff will be available to assist with any queries during your stay and we have installed screens to assist with safe practices.

We have created a one-way system around the building to assist with social distancing. Please follow the signage to access your room and again when you leave. If you leave the site during your stay please use the main door when you return and follow the one-way system each time.

We will provide a packed breakfast for you, this will be delivered to your bedroom door between 7am and 8am in the morning. If you require an earlier breakfast, please let reception know.

We will be offering a room service delivery of evening meals and drinks between 5.30pm and 8.30pm. Please call reception to order. The bar is also open from 5.30pm to 11pm daily.

GARDENS

The Hall is set in acres of relaxing gardens and grounds. We encourage all our guests to enjoy the outside space. Maps are available at reception or there are some suggested walks from our garden team on our website. www.madingleyhall.co.uk/gardens.

Please follow the one-way system when leaving your bedroom and keep the recommended social distance between you and any other guests.





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HOUSEKEEPING

We have amended our housekeeping practice and will not be servicing or entering your bedroom during your stay (except in an emergency) but additional linen and towels can be provided on request by calling reception.

We will be replacing all items such as cups with disposable alternatives and where possible adhering to the highest sustainability standards.

Surface cleaning materials will be provided in all rooms for you to use should you wish to do so.

ON DEPARTURE

Please vacate your room no later than 11am and drop your key back at reception. Any food or drink ordered during your stay will be charged to the credit card provided.

ONSITE HEALTH & SAFETY

Each day our dedicated on-site team will be undertaking rigorous cleaning of high-traffic areas and guest touch points across the site. Hand sanitiser stations will be located throughout the building.

Where possible bedrooms will be left unused for a period of time between guests.

Madingley Hall staff will wear PPE whilst where appropriate. Guests may be required to wear face coverings in public areas whilst on site at Madingley Hall.

If you or another delegate starts to display symptoms of Covid-19 during your stay, you will need to call reception immediately on your meeting room phone or mobile.

Should any guest display COVID-19 symptoms whilst on site we would ask that you return immediately to your home address, if this is not possible we will discuss options with you directly.

To ensure the health, safety and wellbeing of our guests, visitors and staff, any guest who acts in an unsafe manner whilst on site may be asked to leave immediately.