



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 at Madingley Hall. 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 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 delegates 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.

Breakfast will be made to order and served in a social distanced manner either in the Dining Hall or Bar depending on numbers. You can order this via the app [www.madingleyhallhotel.foodorders.co.uk](http://www.madingleyhallhotel.foodorders.co.uk), via reception at a time to suit you or at your leisure in the Dining Hall

We will be serving evening meals service in the Terrace Bar between 5.30pm and 8.30pm. You can order this via the app [www.madingleyhallhotel.foodorders.co.uk](http://www.madingleyhallhotel.foodorders.co.uk), via reception at a time to suit you or in the bar

### GARDENS

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



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

### **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 through 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 member of your party starts to display symptoms of Covid-19 during your stay, you will need to call reception immediately.

Should any guests display symptoms of Covid-19 whilst on site we will have to cancel your stay. Any guest who does not follow our safety measures may be asked to leave the site.

