

Taking Care of You...

at Butler House & Garden

The safety of our guests and staff will always be to the forefront of what we do at Butler House. To ensure you have a great time with us, and to reassure you that we have thought of all aspects of your stay, we have put together our safety charter which will be in place when you arrive and throughout your stay.

*Created as per guidance on 09/06/2020 and subject to change.

ON ARRIVAL:

- Reassuring and trained staff, and our traditional warm welcome.
- Hand sanitisation stations.
- Clear social distancing guidelines.
- Contactless payment.

BEDROOMS:

- Cleaning and training procedures carried out by each member of the team.
- All furnishings and non-essential items will be removed from our bedrooms, but will be available on request.
- Used linen will be cleaned as per the HSE guidelines.
- Overnight guests can request their room to be serviced during their stay and fresh amenities can be delivered in a sealed bag and left outside the door.

DINING:

- Breakfast will be served in our restaurant or to your room.
- Buffet Breakfast replaced by table service.
- Menus replaced by menu boards.
- Number of tables reduced in the restaurant.
- Tableware including all used and unused wares, condiments will be removed daily and cleaned after each party has left.
- Tabletops and chair will also be cleaned after each seating.

EXCEPTIONAL CUSTOMER EXPERIENCE:

- We want to make sure you have a safe, welcoming, and memorable experience.
- We will encourage Social distancing guidance (and execution).
- Contactless till points and payments.
- Experienced and knowledgeable staff on hand.

HYGIENE:

- Advanced and regular cleaning regimes.
- Sanitising stations.
- Guests and team members encouraged to regularly hand wash in line with the HSE guidelines.
- Limited (Non-contact) interaction with staff.
- Pre-planned customer flows in all areas.
- PPE for all staff will be in place.
- Our Elevator will be cleaned regularly and social distancing guidelines will apply.

