

Update : Covid-19

Our heart goes out to those that have been affected by the hideous coronavirus.

Here at the hotel we have been working hard to ensure we are Covid Secure and ready for when we reopen after lockdown.

There may be temporary changes to the way things are "usually" done over the next few months. We will of course be following the guidance set out by the government and updating practices whenever necessary.

All staff have been given extra training on new safety measures to be implemented throughout the hotel. We have invested in extra safety precautions such as hand sanitisers and screens to protect both our staff and customers as well as new cleaning regimes, products and procedures. We have a safety plan in place, our risk assessment has been updated and we are ready to welcome back both our staff and guests in what we hope will be a safe and secure environment.

Please bear with us during the transition. We will do our best to meet all our customer's needs and expectations even if a little social distancing is required for the near future! See below for further information on necessary changes made to reduce the chances of spreading the virus.

Please look out for our new hand sanitising stations in both the reception and restaurant and use them regularly - especially every time you arrive.

Should a case be identified at the hotel, all necessary guests and staff will be notified and instructed to self isolate.





Check-In at the Moorland Hotel

The usual check-in questions will be taken in advance of your arrival via email (or phone). When you arrive, we will ask you to sanitise your hands, check your temperature and give you your sanitised key.

Bedrooms

All rooms will be thoroughly cleaned and sanitised before your arrival. In order to respect your safety, housekeeping services will not be offered until after your departure. Should you require a top up on any complimentary room items such as tea/coffee, simply send us a Whatsapp Message to 07394 523 618 or call us on 01752 839228 and we will leave them at your door.

Breakfast

The restaurant will remain closed at breakfast in order to give extra “rest time” between meals and of course to carry out detailed cleaning and sanitation before dinner service begins. A delicious new “to go” menu has been prepared for your breakfast needs. Take it away or back to your room as you wish.

Dinner

The restaurant will be open for Dinner each evening. Please sanitise your hands on the way in. Tables will be well spaced to ensure good social distancing practices. The bar will be closed with table service offered in its place.



Staff Training

All staff have undertaken additional Covid training in preparation for the reopening. All staff are temperature checked on arrival each day for their shift.



PPE

All staff will wear the appropriate PPE as prescribed by government regulations. We will of course be washing our hands regularly and carrying out regular sanitising of high touch areas.

Symptoms

If a guest develops symptoms of COVID-19 or is asymptomatic but declares the need to self-isolate, they must check out immediately and return home to self-isolate. If they are unable to return home and need to extend their stay, they will be restricted to their room for 14 days. Food can be delivered to their door, however nothing can be removed from the room until after departure. Rooms will then be sealed off for 72 hours before being deep cleaned.

Check-out

Your final bill will be charged to the card number of your choice and your invoice sent via email. Simply leave your key on the desk on your way out.



A visit to Dartmoor with the fresh air of the moors is just what you need right now ! See you soon !