



We are committed to keeping you and us safe

A message from our Managing Directors



We have provided an outstanding hospitality service for over 15 years and will continue to ensure the safety and wellbeing of our guests, and our team, are at the heart of everything we do. Due to the global health crisis, our priority - now more than ever - is your safety.

We have put in place a series of additional measures to ensure the safety of our guests and our team. We have meticulously reviewed each area of the business and would like to assure you that these are strictly put into practice daily. For peace of mind during your time with us we have ensured our additional measures either meet or exceed government guidelines. We will regularly be reviewing this to ensure we are doing everything possible for both you and us.

Whilst your safety is our priority, there is still fun to be had! Our forte is tailored experiences and exceeding guests' expectations. So, whether you're looking for a secluded escape in the heart of the countryside, a picnic in our grounds, a wedding celebration or looking to hire the manor for a short stay – we have got your safety and wellbeing in mind.

We look forward to welcoming you to Lemore Manor. Please feel free to get in touch with any queries at enquiries@lemoremanor.com or call one of the team on 01544 300281.

Margaret & Ben Owen

What we will be doing



Hand sanitisers, masks and gloves will be available throughout ensuring your safety is of the utmost importance.

Please note we do not handle cash, so we ask that all payments are to be settled by card and we have a contact system in place.

We will issue you with a welcome pack prior to your arrival, so you will be information with all the latest news and our procedures before entering Lefore Manor.

Cleaning

We have significantly increased the frequency of our vigorous cleaning routines throughout the estate. Our cleaning products are of a hospital grade standard ensuring they kill bacteria and viruses. We are particularly focusing on touch points throughout as well as our air conditioning system.

If you are staying with us, all rooms will be thoroughly cleaned, and our staff will be wearing PPE whilst cleaning. All linens are cleaned using our laundry service and washed at high temperatures. We have suspended our turn down service whilst you are staying with us to reduce the amount of contact.

Staff protocols and training

Our team have received training prior to their return, to ensure awareness of, and strict adherence to, government-recommended practice relating to coronavirus symptoms, hygiene, cleanliness and physical distancing. We will be conducting our own track and trace system as well as conducting weekly questionnaires to ensure staff are fit to work and serve. They will also have their temperature checked prior to starting their shift and we will ensure their uniforms will be washed in accordance with clinical guidelines.

Our team will also be washing their hands with soap and water regularly, for at least 20 seconds, and always immediately before and after going on break or starting a shift. Staff will wear the appropriate PPE to ensure yours and their safety. Our team will be provided with sanitising products to clean and disinfect their workspaces daily. Any shared equipment and tools will be sanitised before, during and after each shift, and whenever equipment is transferred between colleagues.

Kitchen

Food preparation stations will be sanitised at least once per hour and our kitchen will be deep cleaned and sanitised at least once per day. Our chef will be wearing the recommended PPE while preparing your food. Where the sharing of equipment is required, these will be sanitised before and after each use. All equipment, glassware and crockery will be washed at 60 degrees and handled with PPE. With our takeaway services, we will look to provide you with eco-friendly disposable packaging wherever possible to limit contact between our staff and guests.

We will continue to follow guidelines and provide training for all food service employees in best practice for food safety and hygiene. All food handlers are trained in safe food preparation and service practices.

What we ask of you

If you have any coronavirus symptoms before your visit for example: fever, continuous cough, or loss of taste or smell, or have been asked to self-isolate or quarantine – please stay at home.

If you develop symptoms of COVID-19 within 14 days of visiting Lemore Manor, we request you notify our team immediately on **01544 300281** or email us at enquiries@lemoremanor.com.

We will record your contact details safely for 21 days to help reduce the spread of COVID-19. This allows us to notify other guests and staff as part of the NHS Test and Trace system.

Please wash your hands regularly with soap and water for at least 20 seconds or use the hand sanitiser stations located throughout our estate.

Always maintain safe distancing limits, as set by the Government between members of our team and other guests outside your own group. [Please click here for further details](#). (Updated 4th July 2020)

In some locations, we'll be operating a queuing system or one-way routes to facilitate physical distancing. Keep your eyes peeled for the signs and directions that will guide you around and just ask one of our team if you need any help.

If you have any queries or questions please contact one of our team on 01544 300281 alternatively email us at enquiries@lemoremanor.com.