

A Safe Stay at Hush Heath Hotels

Your stay

The safety measure which we are implementing for your health and safety will be discreetly done, so you can relax and confidently enjoy your time here.

As you arrive

After being greeted by our host, we will sensitively talk through the relevant ways in which we will be taking care of your health, personal safety, and happiness. You should feel comfortable that your stay will be handled with the greatest possible care.

After completing your check in registration, a member of the team will guide you to your room and unlock your room door, where you will find your hotel welcome pack which includes your room key.

Handling with care

Hand sanitiser in touchless dispensers will be available throughout the property. Meanwhile our housekeeping team is elevating their already high standards, with an enhanced cleaning programme that places particular emphasis on 'high touch' areas.

Cutting-edge cleaning

As part of our Covid-19 measures and for your safety, your room will not receive housekeeping service, nor will a member of the team enter your room whilst you are inside. We will, however, be able to refresh any of your

room amenities during your stay. Simply tick your requirements and place this card on your door handle. Then once you have vacated your room please inform a team member, so they know it is convenient to enter.

To ensure safety, guest bedrooms and suites will be rigorously cleaned with products proven to be effective against viruses and bacteria.

Safely spaced

We will clearly indicate ways you can maintain appropriate social distancing measures throughout the hotel.

Dining and drinking

Our pub and restaurant will receive the same rigorous cleaning standards as elsewhere in the hotel, and we will cleanse and disinfect 'high touch' points every half an hour.

We encourage all of our guests to download the Hush Heath Hospitality App to allow for contactless ordering and payment. Single-use paper versions will be available should you prefer.

Contactless payments

Contactless payment methods have been implemented throughout Hush Heath hotels through our Hush Heath App for food and beverage payments and our online booking portal for guest bedrooms.

Your wellbeing

As always, should you need it, the team will be on hand to guide you through any of our safety measures or assist you with seeking medical support should you require it during your stay.

