

Clean Promise The Royal Chase Hotel

Before you arrive...

The hotel's staff have all been trained in the policies and procedures to ensure that we all stay safe.

You will receive an email in advance of your stay explaining what changes you might expect to find at the hotel and asking you to check in online.

At reception...

We have a social distancing policy and queue system in place to help at those busy times.

You will only need to be given some information and a key, no pens, no signature, no touching the reception desk.

In the public areas...

We have increased the number of times that common 'touch points' around the entrance, reception and corridors are sanitised each day.

At your bedroom

In the room, you will see that non-essential items have been removed, but rest assured that everything in the bedroom will have been sanitised following a strict protocol.

The cleaning product used throughout the hotel (SAO) has been tested and approved for use against SARS-CoV-2. Linen is washed offsite by Stalbridge Linen.

If you are hungry

You can use your own phone or tablet to check the hotel's guest directory, look at menus and drinks, or order room service.

When you leave

You simply need to drop your key in the hole; your invoice will be emailed to you on the day of departure and your card will be charged.