



STFC RAL Accommodation Facilities – User Guide

The Baxter Storey catering team and RAL Estates are reopening The Cosener's House on Monday 27th July 2020.

Initially the hotel will operate at reduced capacity to allow sufficient standing time between guests for the room to be sanitised thoroughly to ensure both the safety of guests and accommodation staff.

Operating procedure overview:

- The check in procedure will remain the same, staff will manage the numbers arriving to ensure social distancing is maintained. Room keys should be retained by guests for the duration of their stay and then placed in the drop box on reception when they depart.
- Guests will be required to pay on arrival to minimise contact with staff.
- All unnecessary items have been removed from the rooms – cushions, throws, pens and paper
- Check in (from 2pm) and check out (before 10am) will be strictly maintained to ensure sufficient time is allowed between departures and arrivals.
- Staff will be unable to store or handle any luggage for guests. Please contact the reception team if there are any mobility issues and we will manage a way to support portorage.
- Guests will receive a pack at check in which will include a sanitised key, tea and coffee supplies etc.
- The room will not be serviced mid stay, if additional towels etc are required these can be requested by phoning reception – fresh towels will be left outside the bedroom door (there will be a bag in the rooms for guests to put their used towels in – this can also be left outside the bedroom door).
- For breakfast, there will be a choice of a plated cooked breakfast (which must be booked on arrival) or a boxed ambient breakfast.
- If guests require breakfast before 7am they can arrange this by phoning the reception team.
- Dinner service will also be maintained at The Cosener's House – reservations must be booked through reception.
- All bar drinks will be served to the table for all guests.