

Safely stay in North Devon

We have thought about how we can safely begin to resume business and welcome guests to the hotel in the current emergency. Principal to this is ensuring our team are safely working, and that risks are minimised for everyone. This includes hotel guests, local residents and the team.

Broadly our measures will include adapted cleaning procedures, enhanced protection for both guests team, encouraging best practice from our customers and team members.

Specifically we are taking these actions

- Increased cleaning frequency
- Face masks
- Sanitise stations
- Protective guest / desk screens
- No buffet services
- One way customer flow in hotel

Within food and drink

- Staggered dining times
- Reduced seating density in house
- Home delivery continues
- Collection of meals
- Outside seasonal seating
- Tap and go for payments
- Ordering app for food and drink

For hotel staying guests

- Prepayment in advance of arrival
- Reduced occupancy levels
- Sanitising stations at points of entry
- Reception sneeze screen
- Encourage sensible use of our generous public areas
- Implementing a one-way flow
- Guests can self-collect key
- Breakfast bags delivered to rooms
- Housekeeping staff well trained
- Isolated guest room cleaning
- Additional payment emailed bills
- In room dining is offered
- Phone app to handle guest requirements & needs

Our policy and procedures will be reviewed frequently; being informed by scientific, Government and industry trade advice.

The Carlton Hotel has recently completed a £1.7M refurbishment programme which has resulted in modern, hygienic finishes in guest bedrooms and public areas. For example all bathrooms are fully tiled and public washrooms have touchless taps and handriers. Our reception, lounge, bar and brasserie floor area is over 300m² are bright, airy and spacious.