

Swan Hotel Wells COVID 19 Statement

Firstly, I hope everyone has managed to stay safe and well during this extremely testing period.

We closed our doors back in March in line with Government Directive along with the rest of the hospitality sector to keep our team and customers safe. This was the first time in the Swan's 600 year history that the Hotel had "closed".

We now look forward very much to welcoming you back to the Swan.

Whilst closed, we have been working tirelessly to ensure a safe and comfortable environment for our guests to return. We are delighted to say that all measures are now in place and we are in a position to welcome you back to the hotel.

Whilst the 'new norm' might be different from things we have known in the past and certain facilities and services are not currently available, you can still be assured of the same famous Swan Hotel welcome.

Below are just some of the measures and operational practices that we have put in place to ensure your safety and comfort during your stay with us.

On behalf of all of the entire team, I would like to thank you for all the countless messages of support and the patience that you have shown us during this challenging time and look forward very much to welcoming you back to the hotel soon.

Mark Tobin
General Manager

Our Health and Safety Commitment to you:

The safety, health and well-being of our guests and employees are very important to us. We are undertaking enhanced preventative measures on cleaning and hygiene. Extensive protocols, upgraded training and new cleaning procedures with sanitising products have been added to our existing housekeeping practices in front of house, guest rooms and all other areas.

We take great care to ensure that your stay with us is safe, clean and comfortable.

Cleanliness

We have implemented new norms and enhanced cleaning practices throughout all our operations to provide guests and employees alike with a safe and clean environment and peace of mind when staying within our properties.

We have completed a stringent risk assessment of our entire operation including guest rooms and public areas along with all operational practices. This has been accredited and signed off as an accredited COVID safe environment in which to stay.

Guest Bedrooms

New procedures focused on intense cleaning to include rigorous and specific sanitisation of high touch areas by trained employees, whilst minimizing interactions, have been introduced.

All non-essential high contact point items have been temporarily removed from our bedrooms to minimise risk of contamination.

Once cleaned to the highest of standards our bedrooms are finally sanitised using state of the art fogging / electrostatic fogging machines and then sealed prior to your arrival.

After checking in, you will not be disturbed during your stay. No member of the team will enter your room. Should you require replenishment or replacement of any items these will be readily available from reception or delivered to your room.

Laundry bags are provided for your convenience to place used linen and towels into. Freshly sanitised linen and towels will be delivered or made available ready for collection on your request. .

On departure wherever possible all rooms are left vacant for a minimum period (known as a Fallow Period), hours before they are cleaned and sanitised as a further precaution to your safety and wellbeing.

The Team

Our Team have all completed an in-depth training programme recognised by local government to ensure they are fully trained and compliant with all local and national guidelines at all times. This training has been further enhanced with our own in-house protocols. The strictest hygiene and personal care training have also been introduced along with daily temperature checks of all team members. Team members will at all times be provided with and wear the appropriate PPE for the task in hand.

Public Spaces

New arrangements have been made to public areas and sitting facilities for movement control, to ensure cleanliness and sanitisation productivity and to respect physical distancing guidelines. Signage is displayed throughout the building to communicate the various distancing protocols when circulating throughout the hotel. An increase of cleansing and disinfecting of public space and high touch areas has been implemented.

Behind the Scenes

The same strict stringent processes take place behind the scenes with frequent cleaning and focus on high-touch areas in all back of house areas. Ongoing training on the latest sanitising procedures, protocols related to physical distancing and usage of personal protective equipment (PPE) are also being provided to our staff members.

Sanitisation Stations

Sanitisation stations are provided at all entrances to the hotel along with additional facilities in high touch points such as reception. The sanitisation stations are themselves state of the art offering contactless sanitisation for additional peace of mind.

Reception

Whilst we love to talk at the Swan and hear all your news, for now we have to be respectful of all social distancing guidelines and minimise dwell time at reception.

We have introduced a new effortless pre arrival check in with full pre-payment in advance of arrival ensuring we have all your details correct. Our reception desk has been re-configured with all relevant protective screening to protect both customers and our team members.

On arrival at the hotel a fully sanitised welcome pack will be presented to you. This will include your room key and all current information about the hotel.

On departure from the hotel we simply ask that you leave your key in your room and let reception know that you have finished with your room.

All check out detail and folio invoices will be forwarded to your booking e-mail address.

Your journey throughout the hotel will be entirely paperless.

Cash & Contactless Payment

We have adopted a full cashless operation at the Swan. Where possible any necessary additional payments can be made by contactless payment all credit card terminals are fully sanitised after each use.

