



**COVID-19**

**GUEST  
PROCEDURE  
GUIDELINES**

**TEAM & GUESTS  
JULY 2020**





## Covid-19 Procedure Guidelines

The safety and wellbeing of our guests and team remain our utmost priority. We have worked hard to provide a safe environment for our team to work that ensures our guests receive the quality experience and high standards we hold ourselves to.

We have reviewed the current Government Guidance and aligned our Policies around the Governments 'Covid-19 Secure' guidance, for Restaurants, Hotels and Takeaways. Below we have outlined how the processes, procedures and practices that we are implementing are going to work. You can also review our full Covid-19 Policy guidelines by reviewing our safety guidelines document.

On behalf of our team, we look forward to welcoming our guests to Mollies.

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## 1. HOW AND WHEN ARE WE OPENING?

Mollie's Diner will be re-opening every day from the 6th of July and our Motel will be reopening from the 10th August.

Our Diner will operate between 10am-10pm every day and our Drive Thru is open daily from midday – 8pm. Mollie's Motel, will be operating 24hrs a day, seven days a week from the 10th August. We can't wait to welcome our amazing community back to Mollie's.

## 2. STAYING WITH US

The easiest way to book your stay at Mollie's is through our Mollie's app or website (Molliesmotel.com), which will also allow you to use our contactless check-in service.

### Arriving at Mollie's

The morning of your check-in, prior to your arrival at Mollie's, we will send you an email containing a QR code. Simply scan the QR code using your mobile phone or other device and it will take you to a short health questionnaire for you to fill in. Once completed, you will either be able to check-in from 3pm as planned or you may be requested to contact our reception team who will provide you with the necessary assistance with your booking. You can contact us via email at [motel.buckland@molliesmotel.com](mailto:motel.buckland@molliesmotel.com) or give us a call on 01367 70777.

If for any reason you haven't been able to complete the short health questionnaire prior to your arrival, our team will be able to provide you with assistance onsite to do so.

On arrival, our team will also be set up to take your temperature to minimise any potential health risk to our colleagues and guests. If you do have a temperature reading over 37 degrees, we will kindly ask you to re-book your stay with us in the future. Alternatively, we will of course be able to refund your booking.

If you are experiencing any symptoms that could be potentially connected to Covid-19, please follow Government safety guidelines and call or email us to rebook your stay to another time at your convenience.



## Checking in & Out

If you booked via our website or app, you can use our contactless check-in via our Mollie's app, to check-in and out of our Motel. We have 24 hour free WIFI available via our app to allow you to check-in any time after 3pm, to access your room. Once you've checked-in via our app, you can use your mobile key card to open the door to your room via your phone.

If you booked through a third party site such as Booking.com, please check-in using our reception desk, where you will receive a key card to access your room. We kindly ask that when you are checking in that you ensure you are maintaining physical distancing in accordance with Government guidelines.

You can easily check-out of your room by using the app, which means you don't need to return to our reception desk when you leave. If you have a key card, you will need to check-out via our reception team.

For anyone, who does not have access to a phone for check-in or feels more comfortable using our reception desk, we have implemented physical distancing measures to help our guests check-in and check-out in a safe way.

We encourage guests to book directly with us via our app or website, so you can use our Mollie's app for a contactless experience.

## How we are cleaning our Rooms

Our housekeeping team will be wearing all the necessary PPE (such as masks and gloves) and will remove all used items from the room such as bedding and towels. Your room and bathroom will receive a full clean including vacuuming, mopping floors and wiping down all surfaces. We are using high-grade, anti-viral cleaning products to clean every room and throughout Mollie's communal areas.

We complete an additional disinfecting step for several high-touch surfaces in the room, including switches and electronic controls, handles and knobs, major bathroom surfaces and the remote control.

After the room is thoroughly cleaned, we replace the towels and make up the bed with freshly laundered linens. Our head of housekeeping verifies each room meets our high standards before your arrival. We will place a room seal across your door, to highlight that no one has entered the room, once it has thoroughly been cleaned and checked. Upon your arrival, you'll have complete peace of mind that the room is clean and ready for your stay.

## **Changes to our House Keeping Service**

For your comfort we have made some changes to our housekeeping service to give you extra piece of mind, and ensure your stay is undisturbed. We will not be regularly cleaning rooms whilst you are present and only do so on request. If you require extra bedding or towels, they will be delivered to your door with physical distancing in place.

## **How we are keeping Public Areas Clean**

Disinfectant stations with wipes and hand sanitiser are available throughout our Motel. Both guest and team-member areas are cleaned at scheduled intervals, including hourly maintenance of high-touch areas like door handles, banisters and switches, to provide you peace of mind.

## **3. DINING WITH US**

Relaxing over a meal or drink is an important part of visiting Mollie's and ensuring that you can do so safely is our priority. You will notice some changes to our services, but we're committed to offering the same great menu and social atmosphere you have come to expect at Mollies.

### **How to book your table with us**

We are only accepting pre-bookings for a table with us online. This enables us to ensure that at busy times you are not having to queue with other guests, and ensures we have enough time to sanitise and clean each table prior to the next booking. You are able to book a table via our website or app, so you can pick a time that suits you and your friends and family. We are not accepting walk-ins at the moment in order to reduce the congregation of guests in our walkways and entrances.

### **How our Diner will be operating**

Changes to our Diner service include the spacing of tables and chairs to promote proper physical distancing between guests. Safety shields have been fitted in our booths to provide you peace of mind while dining. We have increased our already high cleaning standards, to ensure the highest levels of cleanliness for all our guests.



## **Diner delivery for Motel guests**

If you are staying at our Motel and would like to dine in your room, we can provide contactless delivery with physical distancing on delivery to your door. You can utilise the Grab & Go section of our app, to get some of our delicious deals sent straight to your door. We have designed a specific menu for our Grab & Go service, so you can enjoy the taste of Mollie's, without even having to leave your room. You can easily order through our app, please just comment your room number, so we know where to deliver to. We will deliver all food while maintaining physical distancing and will knock to alert you that your food has arrived.

## **4. VISITING OUR DRIVE THRU**

Mollie's Drive Thru will also be operating during this time for any guests who wish to pop-by for a bite to eat or just a drink, either as a pit stop or to take a taste of Mollie's home with you.

We will be operating all of our enhanced procedures on our Drive Thru, that have been in place since it re-opened on the 20<sup>th</sup> of May.

## **5. MOLLIE'S FULL COVID-19 SAFETY POLICY DOCUMENT**

For a more in-depth overview of our enhanced procedures throughout Mollie's, please review our Covid-19 Safety Policy which applies to Mollie's Motel, Diner and Drive Thru.



M O L L I E ' S MOTEL  
DINER