Despite the turbulent times, there are reasons to be optimistic. Households have reconnected, a nation has embraced fitness, and communities have shown a renewed pride in our frontline workers.

As the recovery continues, we’ve come to appreciate some of the simpler pleasures in life more than ever before, and we anticipate many good times to come. Meeting up with family and friends. Seeing colleagues again. And sharing our experiences.

At De Vere we want to help you on this journey by making your experience as safe and enjoyable as possible. We all have a part to play by taking personal responsibility. And at De Vere we’re taking a responsible approach too, with robust hygiene measures that go above and beyond the Government recommendations. We’re working with external auditors and demonstrating accreditation. And we’re reassuring you that we have taken a sensible approach to the running of our hotels with our ‘wellbeing at heart’ programme; designed to protect you and our colleagues, so we can deliver a safe and healthy stay for everyone.

We look forward to welcoming you once again.

The De Vere Team
At De Vere we’ve always put the wellbeing of our guests first. It’s just one of the ways we make sure everyone who stays with us has an unforgettable experience. And, now we’re ready to welcome you back into our hotels, we want you to know that your health, safety and wellbeing is more important to us than ever.

We’re proud to introduce our Wellbeing at Heart programme. With the support of our partners, ChemEco, we have carefully crafted a range of new safety measures to make sure every moment of your stay is a safe one to enjoy. From meticulous deep cleaning of bedrooms to our thoughtful social distancing measures inside and outside the hotel.

But of course, we’re all in this together. To keep everyone safe, we need your help too. Washing hands and keeping a social distance from other guests who are not in your party are as important here as they are in the outside world. We’re very grateful to our guests for helping to keep everyone healthy and safe.
WHAT TO EXPECT DURING YOUR STAY

The set of measures we’ve put in place have been carefully considered to ensure the health and safety of everyone who comes to stay with us, as well as our colleagues. We simply ask that you stay mindful of our Wellbeing at Heart programme during your time with us and if you have any specific questions, our hotels will be happy to assist.
BOOKING AND ARRIVAL

“THERE’S NO NEED TO SECOND GUESS, WE’LL GET IN TOUCH TO TALK YOU THROUGH THE NEW MEASURES AND ANSWER ANY QUESTIONS BEFORE YOU ARRIVE.”
We’re creating a cashless environment and reducing contact at reception, so we’ll deal with credit card pre-authorisations, payment, any initial extras like drink packages, all at time of booking, secured with our flexible cancellation terms.

To help us plan ahead, all bookings need to be made in advance via our website or reservations team. For the time being, we will not be able to accommodate ‘walk-in’ bookings.

Where possible, a few days before you arrive one of our friendly team will get in touch via email or phone call to tell you about our social distancing measures, where to check-in, and to see if you have any special requirements. We’ll also ask for your check-in time so we can minimise arrivals during peak periods.

We’ll follow up with an email to remind you of our hygiene measures and how you can help play your part in ensuring a safe environment during your stay.

*10% of your direct bedroom booking value including VAT* will be paid to NHS Charities Together (registered charity 1186569) - supporting NHS staff and volunteers caring for Covid-19 patients. Find out more about the charity at www.nhscharitiestogether.co.uk. Donations made against actualised bookings only. Cancelled bookings not applicable. Excludes event bookings.
CHECKING IN

AND OUT

WELLBEING STATEMENT 2020
Upon arrival there will be sanitising stations at all entrances and reception desks.

We’ll help you maintain social distancing with handy visual guides and directional signage. We ask that your guests and your luggage remain in your vehicle while you check in to avoid unnecessary groups in reception at peak times.

All keys will have been prepared in advance using gloves. They will have been sanitised and placed in a disposable pouch with a hygiene seal for good measure. There’ll be no need to sign any forms, unless you’re travelling from overseas, and we’ll pass your key from behind those now familiar sneeze screens for the safety of guests and colleagues.

When it’s time to wish you farewell, you’ll be able to leave your key card in our handy drop-off boxes, and we’ll email your bill and receipt, taking care of the admin so you can enjoy your return trip after a reassuringly pleasant visit.

“We’ll pre-allocate your bedroom so we can plan ahead and make your experience as relaxed and safe as possible.”
PUBLIC AREAS
Whilst we want to ensure you have a comfortable stay, we’re also mindful of creating natural gathering spots in our public areas, so we’ll have removed any unnecessary furniture, literature and will keep doors open wherever possible.

There is a robust and heightened cleaning procedure in place for all public areas, particularly around peak times, and you’ll find sanitising stations in key areas throughout the hotel.

Our colleagues are fully trained in our wellbeing programme and safety measures, and will wear personal protective equipment (PPE) when necessary. You’ll have the reassurance that they are temperature tested every day before starting work too.

We’ll be regularly deep cleaning and sanitising public area toilets. They’ll be operating at a reduced capacity, so we politely ask guests to use their bedroom facilities where possible.

We’ll be regularly sanitising public areas using jet action ‘misting’ technology. This uses hard acting yet environmentally friendly solutions, from our friends at ChemEco.

To ensure our colleagues are working in a safe and pleasant environment, we’ll be taking as much care back-of-house as in our public areas when it comes to our cleaning and safety procedures. There are robust social distancing measures in place, staggered rotas, task relevant PPE for colleagues, extensive training modules and each hotel has a wellbeing team to continue to share best practice.

“WHEN IT COMES TO KEEPING OUR HOTELS METICULOUSLY CLEAN, IT’S NORMALLY A MATTER OF PRIDE THAT WE’RE ‘OUT OF SIGHT, OUT OF MIND,’ BUT DURING YOUR NEXT STAY YOU’LL SEE A WHOLE LOT MORE OF OUR FRIENDLY COLLEAGUES ON SANITISING DUTY, PARTICULARLY AT PEAK TIMES.”
BEDROOMS
When you arrive at your room, you’ll notice a ‘clean seal’ on your door. This is so you’ll not only know that your room has been sanitised to our high standards, but that nobody else has entered following a deep clean.

As you would expect during normal times, all bedrooms are cleaned thoroughly between each and every guest visit. But you can rest assured that a raft of heightened sanitising procedures and products have been put in place to ensure a safe and pleasant stay. This includes the use of jet action sanitiser ‘misting’ equipment, using powerful yet sustainable cleaning products from our good friends at ChemEco.

To minimise contact we will not re-enter your room to clean until the end of your stay, or the 4th day if you’re staying with us a little longer.

You’ll find a handy wellbeing kit in your bedroom that, should you wish to use it, provides you with hand sanitiser, antibacterial wipes, a set of socks, gloves and face mask, all contained in a sealed bag.

We’ll have removed display pillows and throws, and stripped back other non-essential items like paper-based reading materials and stationery.

Guest directories will have been removed from the room, but you will be able to access all the usual information online. You’ll also find a welcome letter from your hotel General Manager (in a sanitised frame) with key information.
“WE’RE REIMAGINING THE ROOM SERVICE EXPERIENCE WITH FOOD SAFETY AND QUALITY IN EQUAL MEASURE; SO YOU CAN ONCE AGAIN ENJOY THE PLEASURE OF A TREAT MEAL WITHOUT THE PROSPECT OF WASHING THE POTS.”
Initially we'll be operating an all-day menu available through room service or controlled pick up point, whilst our restaurants remain closed following Government guidelines. There'll be a new online menu where you can order some of those treat items you’ve been looking forward to throughout lockdown, all without any unnecessary paperwork or cash payments.

We'll deliver your food to your door without entering your room unnecessarily. It'll arrive in disposable packaging and condiments will be supplied individually.

We’ll also operate a ‘grab & go’ option for lighter bites and snacks. Upon ordering you’ll be given a pick-up time and a well-organised collection point, together with sensible social distancing measures in place.

We're taking an extremely responsible approach to food safety, as we always have, and you can be assured that our colleagues are applying the appropriate PPE measures throughout the preparation and serving process whilst following heightened cleaning procedures using specialist products from our partnership with ChemEco.
LEISURE FACILITIES
We'll be following Government guidance, as and when it is issued, and only allowing hotel guests entry to our leisure, spa and gym facilities, including our outdoor areas and jogging trails.

We'll of course apply social distancing measures, review club rules, limit session times and put in place booking systems to avoid undue contact.

There'll be new club rules displayed throughout our facilities and we'll space out equipment, restrict swimming lanes and limit changing facilities together with one way systems and zoning wherever possible.

Sanitising will be a priority with hourly touchpoint cleaning and a daily deep clean including jet action sanitiser ‘misting’ to ensure a consistent approach. We’ll ask guests to clean their equipment before and after use and we’ll remove equipment that is difficult to thoroughly clean.

“We’re putting in place all the sanitising and wellbeing measures required to enjoy our leisure facilities, both in and outdoors, in a responsible fashion; asking for guests help by taking personal responsibility and having consideration of others.”
MEETING & EVENT SPACES
We’re busy redefining our meeting and event spaces to work within Government social distancing guidelines, taking all the good practice from throughout the hotels and applying it to our meeting rooms. From sanitising stations and PPE to the removal of unnecessary furniture and stationery. Plus, new welcome arrangements, new layouts, staggered breakouts and well-considered refreshment arrangements will take place to avoid delegate cross-over.

For those who can’t travel, we’ve invested in a suite of AV technology to make those video calls we’ve all come to love, run even more smoothly.

With our super-fast outdoor Wi-Fi and new marquee options, we’ll be making good use of our outdoor spaces.

We’re restricting unnecessary site visits by utilising virtual tours and video conferencing solutions in our conference offices.

We’re using carefully planned zoning to provide designated areas to each group, reducing unrequired movement between meetings and allocating refreshment points to each event.

We’re also investing in individual writing tablets to provide comfy exam-style chairs and will be using our ‘Smart Space’ meeting tables with their easy to clean Nano-tech surfaces.

As with the rest of the hotel we will be regularly deep cleaning using clever jet action ‘misting’ technology, through our partnership with ChemEco and their natural microbial and enzyme-based solutions. This technique uses cleaning agents that are highly effective, whilst caring for the environment.

“We’re looking after your distance based delegates as well those attending, with an advanced package of video conferencing equipment and know-how.”
FIND OUT MORE AT
DEVERE.COM/WELLBEING
or contact your local hotel for more details