

NEW GUIDELINES FOR WHEN WE RE-OPEN ON JULY 13TH

We are happy to announce that from the 13th July 2020 we will be re-opening our accommodation, under a self-catering basis. The safety of our guests & staff is - and always will be - our number one priority and we are continuing to adhere to specific guidance set out by the Welsh Government. We are reacting to guidance as it is announced and will update this page accordingly. Please take time to read through the following information thoroughly, so you know what to expect during your stay with us.

WHEN CAN I STAY? From Monday 13th July we will be re-opening our 5 en-suite bedrooms on a self-catering basis.

WHERE CAN I EAT DURING MY STAY? Our kitchen is now open, and we will be serving Brunch, Lunch and Tapas during your stay. Please see below for the food service times:

Brunch: 10am – 2:30pm

Sandwiches and Salads: 12pm-5pm

Tapas: 12pm – 8:30pm

There are also a number of businesses that are open for dining or takeaway including (our sister restaurant) The Rake and Riddle, Paprika India takeaway, and Roma fish and chip shop.

gg's is also open and has our locally made Gelato available along with Brunch, pastries, hot drinks, waffles, crepes, and sundaes.

When booking a stay with ourselves Breakfast hampers will be available and delivered to your room between 8am-10am and this will be included in the price of the room. For any enquiries about what is available for breakfast feel free to call 01792 850777 or email alex@theestuarygower.co.uk

WHAT ARE THE ROOM RATES? Please contact us on 01792 850777 to find out our rates, alternatively you can find our latest deals on our website or booking.com.

WHERE CAN I BOOK? Rooms will be bookable through our website www.theestuarygower.co.uk or through booking.com

WHAT OTHER AREAS OF THE HOTEL WILL BE ACCESSIBLE? From the 13th July our outside areas will be open. Drinks and food orders can be placed with a member of staff. Please note that social distancing rules will apply whilst sitting inside or outside. Also, Gower gelato (adjacent to the Bar and Rooms) will be open for take away or to dine inside/outside, a social distance queuing system will be in place and contactless payment is preferred. All our customers will be asked to complete a track and trace form by scanning our EVE PASS QR Code. The track and trace app will store your details for 30 days after this point they will be removed from the system. If we find out anyone has tested positive on the date you have visited, we will contact you with the details you have provided us with. The NHS Track and Trace app is also available to use when visiting our premises.

WHICH OTHER AREAS OF THE GOWER CAN I ENJOY DURING MY STAY? From Monday 6th July, the 5-mile travel restrictions in Wales will be lifted, therefore beaches in the local area and other attractions will be available for you to visit. Please find below some nearby places to visit

The Estuary to Oxwich = 19-minute drive

The Estuary to Rhossili = 27-minute drive

The Estuary to Llangennith = 18 Minute drive

The Estuary to Mumble = 24-minute drive

HOW WILL CHECK-IN AND CHECK-OUT WORK? Check-in will continue as normal; somebody will be there to greet you at our reception desk between 2pm-10pm. Please note that there is the option to

pay the full balance of the room on our website or on booking.com which will minimise contact during your check-in. With regards to check-out, no contact is needed as your key can be left on our reception desk before you leave the premises. If a VAT receipt is required then this can be emailed to you, again minimising contact with staff. Our check-out time is 11am although later check-out is available if needed (Charges may apply).

WHAT CLEANING PROCEDURES ARE IN PLACE? To make sure that our guests and staff are kept as safe as possible, our staff will have a cleaning schedule in place with a check list that is to be completed every hour. Our housekeepers will not be entering your room during your stay with us, any cleaning will take place on your departure. Hand sanitiser will be available throughout the key areas of the building for all staff and guests. Screens will be placed in service areas to minimise contact between staff and customers and staff will be provided with masks that will be worn through the entirety of their shift.

WHAT'S OUR COVID-19 CANCELLATION POLICY? Any bookings that are cancelled 7 days before the booking will be cancelled free of charge. If you have already paid for the room whether it is a deposit or full amount and you wish to cancel, you will be credited the amount to be used within 12 months.