

# Looking After You

## LQ RESORTS

### Service Charter

#### GENERAL INFORMATION

**This is an overview of the steps we have taken to ensure that you are safely able to enjoy your visit with us. If you require any further information on our policy and procedures, we will be delighted to assist, please contact a member of our management team.**

Daily routine cleaning has been enhanced throughout the resort.

Floor stickers will be in place for guests and staff to observe.

Wipes and sanitisers will be available throughout the resort for guests and staff to use.

Facemasks and coverings will be worn by all staff where necessary.

All guests must wear facemasks in communal areas.

#### ARRIVAL & DEPARTURE

Guests will be asked to complete a full pre-registration document prior to arriving at the hotel, to limit time at our reception desk.

A one-way system will be in place across the resort for entering and exiting buildings and where possible, using stairways.

Bedroom accounts will be placed under doors the night prior to departure to allow guests to check them, reducing time spent at the desk.

We encourage guests to use card payments.

#### YOUR ROOM

All bedrooms will have extra time between each departure and arrival to allow for thorough and extensive cleaning and replacement of items.

Our housekeeping team will wear full PPE which will be changed regularly.

Guests who wish to replace their own linen, towels or bedroom items themselves rather than our team entering the room will be able to do so. Staff will only enter rooms when guests have vacated them.

Guests will be encouraged to contact Reception via phone rather than in person.

#### EATING & DRINKING

Reservations in our Waterside restaurant will need to be made in advance.

When arriving at our restaurant, our host will meet you to explain our dining procedures and seat you.

Service will be at your table only.

Seating throughout our dining and terrace areas will be positioned with a minimum 1 metre gap between tables.

The maximum amount of guests per table will be 6 with last orders to be taken at 8.30pm for food and 9.30pm for drinks.

Guests wishing to dine in the comfort of their own room will be able to select from our deliveroom menu.

Copies of our menus will be replaced after every use.

#### LEISURE & SPA

Guests wishing to use our leisure facilities will be asked to pre-book a suitable time slot in advance.

Members using our club will be required to swipe their own card on entrance and exit.

Our spa, pool and gym will be limited to a set number of guests for each session.

Towels and robes in use in the spa will be routinely monitored and replaced throughout the day.

Set lunch times will be allocated for spa lunches.

'How to Spa' overview will be forwarded to all spa guests prior to your arrival.

**Thank you for taking the time to read these guidelines. We appreciate you playing your part by assisting us in delivering a safe and enjoyable experience for all.**



**REUNITE**  
at LQ RESORTS

**THANK YOU**