

Bron Eifion Hotel – Keeping you Safe while you Stay

AA Covid-19 confident certificate

We are looking forward to welcoming you back to Bron Eifion and we're starting to count down the days, when we can once again re-open our doors, but your wellbeing is our absolute priority and we want to make sure we continue to offer all of our guests complete confidence by providing a safe and enjoyable experience when they visit Bron Eifion Hotel.

We are very fortunate to be located in one of the most beautiful parts of North Wales, with views of the sea and countryside all on our doorstep and because the hotel sits in 5 acres of stunning gardens, there are plenty of areas with tables and chairs to create your own special space.

During these months of closure, we have put into place all the necessary safety protocols, in line with Government recommendations, and then some. The safety of our guests and staff are paramount and we are committed to ensuring we meet all the requirements with robust hygiene measures and practices in every area of our hotel.

There are also some additional changes which we hope will reassure you of our commitment to you our valued guests, whom we look forward to welcoming back to beautiful North Wales.

Accommodation bookings:

Direct Bookings with the hotel on-line or by phone or email

All direct bookings with the hotel offer free cancellation. You can modify or cancel your booking up to 24 hours before arrival. (Please note this applies to direct bookings only).

Bookings through On-line Travel Agents and On-line booking channels

If you book through a third party, you must cancel directly with them as their cancellation policy may be different, to ensure no charges are made.

When you make your reservation

If you call the hotel to make your booking, we will explain to you the new protocols in place and answer any questions you may have before you arrive. We will include with your confirmation email, details on the hygiene measures and the new practices in place to keep you safe.

We will also ask for a time of arrival wherever possible

Pre-authorisation and payment will be made from the card details provided with your booking

Check In

We will provide a digital check in – with no requirement to fill in a registration card

Reception will have a protective screen and roped area for one way systems of entry and exit

The room key will be sanitized prior to issue

Hand sanitiser stations are available at the entrance and exit and throughout the hotel public areas and restaurant with clear directional signage throughout to maintain social distance

All staff will wear the necessary personal protective equipment relevant for their tasks and in line with the UK hospitality guidelines. All staff will have their temperature checked daily.

Public Areas

Furniture has been arranged to maintain social distancing in the lounges, bar and restaurant. Increased outdoor seating areas provided in line with required social distance requirements.

Increased cleaning procedures in place for all public areas with regular sanitising of main touch points throughout.

Food and Beverage

Revised layouts have been implemented in the bar and restaurant to meet distancing requirements and reduce numbers of guests dining.

Tables will be laid when guests are seated.

Disposable Menus will be provided

In room service will be available, delivered to the door in disposable packaging.

Protective Screens positioned on the bar

Bedrooms

Enhanced cleaning with additional focus on all touchpoints in bathrooms and bedrooms

Hand sanitisers in the bedrooms

Digital Room Directory and removal of advertising literature

Display cushions and throws removed

To minimise contact, rooms will not be cleaned during the guest stay (option to service room will be available if requested)

Delivery of clean towels/hospitality tray/toiletry replenishments will be delivered to your door in sanitised box

Other items, i.e. dressing gowns/notepads/pens will be available only on request

