

COVID-19 IMPORTANT INFORMATION ABOUT HILLSIDE AND YOUR BOOKING

Due to the current government guidelines we are unfortunately unable to offer our usual friendly, sociable and flexible service. With this in mind we have had to make changes to the way we do things in order to have minimum contact with social distancing. We have expanded our commitment to hygiene and cleanliness procedures to reduce the risk of infection and offer a safe environment to give you greater confidence in staying with us. We hope to make your stay with us as comfortable and safe as possible.

Your Health

If you are showing any signs of the Covid-19 symptoms please call us to postpone your stay and we politely ask that you do not enter our property. During your stay if you show symptoms of the covid-19 virus please let us know immediately and you will be asked to return home to request a test and self isolate.

Pre Arrival and Check In

Please provide us with your method of transport and expected arrival time between 4pm and 8pm. If you happen to arrive the same time another guest is already checking in, you will be asked to wait outside.

Hand sanitiser has been provided in the entrance hall and we ask all guests to sanitise upon entry and departure of the premises at all times. Room keys and parking permits will be sanitised before your arrival.

We are unable to show you to your room or assist in carrying luggage.

Please adhere to government guidelines and maintain social distancing with us and other guests at all times.

Breakfast

Breakfast will be table service only. This will be done in strict timings of 2 sittings to enable sanitising between guests. Please help us by adhering to these regrettable rules that we have to enforce as we cannot seat all guests at the same time. You will be asked to select your choice upon arrival however we cannot guarantee your preferred sitting. Alternatively we can provide a breakfast bag.

- 1st - 8am to 8.45am (last entry 8.10am)
- 2nd - 8.55am to 9.40am (last entry 9.05am)

Housekeeping

Rooms will not be serviced during your stay unless requested by you at breakfast. Please let us know at this time if you require any refills of toiletries and refreshments. However if needed, servicing will be kept to a minimum between 10am and 1.30pm.

Regrettably some of the soft furnishings and paperwork has been removed to avoid cross contamination.

Takeaway food is NOT allowed in the rooms, however you are welcome to use the dining room, by request only, before 9pm.

Departure

Check out is by 10am, payment may be made at any time during your stay by cash or card.