

COVID-19 IMPORTANT INFORMATION ABOUT HILLSIDE AND YOUR BOOKING 2022

With the continued easing, but ever changing, compulsory Government restrictions and with the future picture of Covid-19 being less than clear, we are able to be a little more flexible but cautious in our service.

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, self test positive or get pinged please let us know immediately and you will be asked to return home to request a test and follow the current guidelines on self isolation.

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.

Face masks should be worn in accordance with Government guidelines. Hand sanitiser is available for your use.

Please adhere to government guidelines where necessary.

Breakfast

Breakfast is served between 8am & 9am and will continue to be table service only for the foreseeable future. This may be done in timings of 2 sittings to enable a less crowded dining room, depending on current restrictions advice. Please help us by adhering to these timed breakfast sittings if applicable. Alternatively we can happily provide you with a continental breakfast bag, please ask at check in or the night before.

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

Housekeeping

Room servicing, between 10am and 1.30pm, will be completed everyday during your stay unless you requested NOT TO. If servicing is not required, please let us know in the morning and also if you require any refills of toiletries and refreshments.

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

Currently it is recommended that you pre book your evening meals. If you wish you can download our brochure as well as a town map of Kendal and A places to eat list by following the link at the bottom of our home page on our web site www.hillside-kendal.co.uk more information is also available on our web site.

Departure

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