



HINTLESHAM HALL  
SUFFOLK

**COVID-19 – Statement**

**We are all so looking forward to opening our doors once again and welcoming you all back to the Hall, although a number of things will be different you can be sure that our renowned Hospitality and friendly service remains.**

**During the period that we have been away, we have been working very hard to make all of our guests, visitors and teams feel safe when we return to the new normal.**

**After this prolonged period of being away you can start planning your next escape, we are offering long stay packages with “pick your own perks” to discounted rates based on the length of your stay, based on Bed and Breakfast or inclusive of our delicious freshly prepared Dinners or Afternoon Teas.**

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**We have reviewed all of our guest’s journey from check in to departure from breakfast, dinner and afternoon tea, spa treatments, and overnight accommodation, ensuring that our guests comfort and safety is at the very centre of everything that we are doing.**

**Below you will find out some of the measures that we have put in place.**

- **Check in has been changed to 3pm to allow our housekeeping team longer to clean the bedrooms.**
- **We will ask all our guests to allow us to pre-authorise their credit or debit card on arrival so that we can prepare invoices overnight for a seamless and contact free departure in the morning**
- **We are working to upgrade The Hintlesham Hall App, so all that Check in and Check out can be completed through it.**
- **On arrival and throughout all our Public Areas our guests will find sanitiser stations**
- **All of our staff have been issued with their own PPE, gloves, masks, sanitiser and will take extra precautions in their hand washing.**
- **There is an enhanced and strict cleaning schedule in all our Public Areas.**
- **Social distancing is in place in all our Public Areas and all our Restaurant Tables, Lounge seating areas and Garden and Terrace seating areas are more than 2 metres apart.**
- **We have also designed and implemented a one way system for our guests with everyone to enter the Hall via the main Hotel entrance and to leave through the Orangery. There will be additional signage throughout the Hall to help with this.**
- **All food and drink will be served individually and prepared under strict guidelines.**
- **The main Bar will only be accessed by our team.**
- **There will be reduced amenities in our bedrooms to reduce the risk of spreading the Covid-19 virus.**
- **The Spa has its own new procedures to reduce the spread of Covid-19 virus**
- **All of our team have been trained in preventing the spread of Covid-19 prior to their return to work and there will be strict controls in place to ensure these are continuously met.**
- **We will regularly review these procedures in line with advice from Public Health England.**

**All the team are really looking forward to opening our doors once again and welcoming you all back to the Hall. Although we won’t be able to shake your hand you will be met with a friendly wave and a very warm smile.**

*This is to certify that*

# AA

## Hintlesham Hall Hotel

*has completed an assessment  
and is accredited as*



A handwritten signature in black ink, appearing to read 'S. Numphud'.

Simon Numphud FIH  
Managing Director  
AA Media Ltd

3rd July 2020

A handwritten signature in black ink, appearing to read 'P. Hackett'.

Paul Hackett  
Head of Inspections  
AA Hotel & Hospitality Services