

  
**YOUR**  
**WELLBEING**  
**AT HEART**  
 FOR A SAFE AND HEALTHY STAY

At De Vere we put the wellbeing of our guests first. We always have. It's just one of the ways we make sure everyone has an unforgettable experience. So, we're proud to introduce our Wellbeing at Heart programme. With the support of our partners, ChemEco, we have carefully designed a range of safety measures to make sure your event is as safe and comfortable as possible.

We're all in this together – and to keep everyone safe we need your help. Washing hands regularly and keeping a social distance from other guests as we continue to follow Government recommendations, are as important here as they are everywhere else.

- If you choose to use the Test and Trace app you can check in by scanning the QR codes on the posters displayed at the entrance
- Remember to wash your hands regularly for a minimum of 20 seconds, especially before and after eating
- We have floor markers in place - in high volume areas - to help you keep a safe distance from others at all times
- We're thoroughly cleaning and sanitising all public areas where you'll also find hand sanitising stations for you to use at regular intervals during the day
- All meeting rooms are being sanitised with a fogging machine prior to your arrival and at the end of each day
- Our complimentary WiFi expands 100m from the property so you'll be able to utilise our fabulous outdoor spaces
- In certain areas there may be one way systems in place - please follow the signs
- In the unlikely event that you show any symptoms of Covid19 whilst with us please contact a member of our onsite team and if necessary telephone 111
- We're not accepting cash payments at the moment so please make sure you have a different method of payment
- If you're not staying with us please keep your belongings with you at all times
- Our colleagues will be wearing the appropriate PPE as per current UK Government recommendations
- Table service is in operation in our bars and restaurants but we're also offering counter service so you can order at the bar if you're comfortable doing so
- Please pre book a table through the online ordering service or at reception
- Following Government recommendations and for your comfort during your stay, it is advisable to wear a face covering in public areas

To find out more about our wellbeing at heart programme visit [DEVERE.COM/WELLBEING](https://www.devere.com/wellbeing)

We're very grateful to our guests for helping to keep everyone safe. If you need anything at all during your time with us please do not hesitate to contact a member of the team who will be happy to help.

Yours sincerely

**John Davies**  
Director of Operations

