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E L V E T H A M

H A M P S H I R E

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WE ARE COMMITTED TO YOU

The Elvetham is committed to you, our guest, with providing you with a safe and hygienic environment whilst receiving the best possible service and having the most enjoyable stay.

Before travelling to The Elvetham, please check your local government travel advice and tier structure rules. We have also introduced a series of measures to give you reassurance when visiting us.

FOOD AND BEVERAGE

Our Gloriana Bar & Sylvanus Restaurant are open as normal, reservations are required for Lunch, Dinner and Afternoon Tea (24-hour notice required). Please speak with our Reception team to book a table during your stay.

In room dining is also available using a "one time only" menu which will be provided for you at check-in. For all room service, please call 2800.

A full cooked breakfast is available on the morning of your stay as room service or as table service in the Sylvanus Restaurant. For our Staycation guests, a complimentary Grab & Go breakfast is provided.

In keeping with the latest government guideline, please be aware of the following points:

Tables can be booked up to a maximum of 6 people from one household or isolation bubble.

All food and drink orders in our Gloriana Bar, Sylvanus Restaurant and our outside seating will be taken at your table.

Alcoholic drinks can only be purchased on the premises if they are accompanied by a substantial meal.

Our Sylvanus Restaurant and Gloriana Bar will be closed from 11pm every night, with our last orders being at 10pm every night, including in room dining.

STAYING WITH US

Prior to your arrival your room will be thoroughly deep cleaned and sanitised following a detailed plan ensuring extra attention to high touch point areas.

On check-in, your card will be charged for the duration of your stay with any additional costs charged as consumed. Alternatively, a credit card pre-authorization can be left with our team.

Please note, we are accepting card payments only.

You will notice protective screens have been installed at the front desks for the added protection of our guests and staff.

To minimise the number of people entering your room, we have removed our mid-stay housekeeping service. Should you wish for your room to be refreshed during your stay, this is available upon request.

If you would like to receive fresh towels, linen or extra tea & coffee for your room, please speak to our Reception team. These will then be placed outside your rooms for you to collect.

Items such as soft-furnishing and magazines have been removed from your room.

GUEST SAFETY

All guests and staff are required to wear a face coverings within the public areas of the hotel with the exception of eating and drinking.

Floor markings are in place indicating walkways and traffic flow. Please demonstrate physical distancing to keep yourselves, other guests, and our team as safe as possible.

Hand sanitising stations are located throughout the hotel.

Our toilets have been limited to 2 persons only at any one time.

All staff working in the hotel have their temperature checked daily and PPE has been provided.