Welcoming you back safely

Dear friends,

We are looking forward to welcoming you all back to the Eastbury soon!

Our Seasons Restaurant, woodland Spa and Cottage are all open and ready to welcome you back once again!

We have adapted our Hotel for both staff and guests during this unprecedented time.

Whilst observing new safety measures we aim to provide the same warm welcome and service we always strive to deliver.

Please read below for further information on our new procedures.

On behalf of the Eastbury team, we would like to thank you for your support and patience during this challenging time.

Gemma Wells
Hotel Manager

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Visiting us

We have held a 5-star hygiene rating and always adhere to the highest standards of cleanliness and hygiene. We are of course putting even more effort into this area due to the current situation.

We ask guests to wear a mask whilst moving around the hotel, bar, and restaurant until seated. All rooms will be provided with anti-bacterial wipes and hand sanitiser. We ask that you sanitise your hands when entering and leaving the Reception area, spa, and restaurant. We request that you observe the social distancing measures.

Upon entering the Hotel, we have our QR code available for guests to check themselves in through the NHS App. Our Receptionists will also ensure we have your contact details when visiting us. Please note that each person in your party must scan the QR code or provide us with their contact details for the track and trace system.

All our staff complete a questionnaire and temperature check before starting their shift. They are required to wear a mask or visor at work. Additional procedures will stay in place around staff rotas and scheduling to reduce extended time in close contact.

Our reception desk has been fitted with a Perspex shield. We will offer a minimal contact for check in and check out.

Our receptionist will direct you to your room where your freshly sanitised keys will be waiting for you.

Our Housekeeping team deep clean your room before your arrival and will ensure you have everything you need for your stay. If you are happy for us to do so, we will clean your room daily. We would however, ask that you open any windows in your room to help ventilate the room. The daily clean will not be an in depth clean as per our normal procedures but we will straighten your bed, replenish items in the room and wash any mugs or glasses you may have.

We will proactively offer room moves and upgrades to the rooms which have their own entrances and are isolated from other guests where available.

Our stand alone accommodation includes our new 3 bedroom cottage, our five Victorian potting shed suites and our Yew, Willow, Tamarix and Rowan rooms.

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Seasons Restaurant

We are now open for lunch, afternoon tea and dinner every day

It is essential for both residents and non residents to book in advance through our website or by calling us on 01935 813131.

Breakfast is served between 8.00am - 10.00am.
Time slots are allocated to ensure social distancing guidelines are adhered.

Lunch is served from 12pm - 2.00pm
Pre-booking is essential

Dinner is served between 6.30pm – 9.00pm
Pre-booking is essential
Please note we may contact you to adjust your dinner time with us should we need to space the table times.

We can only offer table service throughout our restaurant including our bar and outdoor seating.

The maximum number of guests per table is 6.

We were already a spacious and spread out destination, with separate areas where you can sit. Spacious residents drawing and morning rooms, outside bistro, terrace and a private dinning pod gives the option of even more privacy and seclusion during your visit.

Room service is available to guests on request during this period at no additional charge. Deliveries can be arranged to your door for breakfast, lunch, and dinner. We have created new menus for our room service options including picnic hampers for you to take home with you on your adventures.

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Spa

Our boutique spa is now open

The spa facilities are available for an hour's use and must be pre booked with our reception team on 01935 813131.

We are pleased to offer our full range of spa treatments 7 days a week 9am to 6pm.
Pre booking is essential.

Our Therapists must wear a 3-ply mask and face shield during your treatment and additional hygiene measures are in place.

All guests are requested to wear a mask unless advised by our therapist.

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Not forgetting

We have our brand new three-bedroom self-catering Cottage just a stone's throw away from the Hotel for a maximum of 6 guests. With a well-equipped kitchen, dining area, living room (with an inglenook wood burner), three ensuite bedrooms and a private garden with hot tub, we are sure you will enjoy escaping to the Countryside staying in this luxurious property!

Call us on 01935 813131 to check availability or visit our website for more details.