

# HAWKWOOD

centre for future thinking

## Operational information

We continue to do everything we can to make Hawkwood as safe an environment to be in as possible for all, we would be grateful if you could help us and your fellow guests by following a few operational procedures as laid out in this document.

### Prior to arrival

- Please take a lateral flow test prior to arrival at Hawkwood. If you test positive, please inform Hawkwood as soon as possible. Please see our cancellation policy regarding refunds.
- We also request that you be respectful of the Hawkwood staff's wellbeing as well as that of your co-guests and bear in mind that some people you encounter may still be anxious about COVID-19.
- We are providing hand sanitizer throughout the house for your use but you may also wish to bring your own for personal use.

### Upon arrival

- Upon arrival please go to reception to sign in. Once you are checked-in you will be taken/ directed to your bedroom/ group room.

### During your stay

- Please be aware, we need to ensure we continue to provide adequate ventilation in all areas of the property and therefore you may find bedroom windows open upon your arrival. All group rooms will need to be periodically ventilated by your group lead as well as the dining areas prior, during and after meals. Please ensure you bring adequate and appropriate clothing.
- Please bring your own water bottle for personal use. Water from our taps is safe to drink.
- Hawkwood housekeeping will sanitise toilets and public areas regularly throughout the day. Bath/shower rooms will be deep cleaned after breakfast. Guests are requested to sanitise their hands before entering and upon leaving a bath/ shower room – hand sanitiser is in place for this purpose.
- Please sanitise your hands before entering a WC and again after leaving – hand sanitiser is in place for this purpose.
- Our on-site Duty Manager will address your group as a whole on the general health and safety points in the dining room during your first evening meal.

### At the end of your stay

- We would be grateful if you could strip your bed linen at the end of your stay and put it under the washbasin in your bedroom.
- Please leave the bedroom window open when you vacate the room.
- Please return your room key to the tray on the windowsill outside the dining room.

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## **Break times**

- Your group will be allocated your own separate table in the dining room for refreshment breaks.

## **Dining room**

- Hand sanitiser is provided in the dining room.
- Your group will be allocated your own separate table(s) in the dining room. Breakfast is served from the hatch and lunch and suppers are served to the table.
- If you have requested a special diet, [please see our catering staff](#) at the start of serving times to ensure you receive the meal prepared for you. Any severe allergies must be noted at time of booking.
- At the end of your meal, we ask you to place your used crockery on the trolley provided.

## **Following your stay**

- We'd be so happy to receive your thoughts and any suggestions you may like to share with us as it will help us improve; we really want to maintain a safe and pleasant place for everyone to enjoy whilst visiting here at Hawkwood.