



Horwood House

Stay Safe Commitment

The safety of our guests and colleagues has always been our top priority but now, as we all adjust, it is at the heart of everything we do.

We are delighted to announce our enhanced measures that will now be our 'new way of life' to ensure that you – our valued guest – feel confident in our commitment to ensuring you have a safe and comfortable stay.



Face Coverings

Following Government advice of 31st July, face coverings are now mandatory in all public areas of the hotel with the exception of the restaurant or bar if you are enjoying a meal or a drink. Please support us by adhering to this mandatory policy.

Revised guest services

We have temporarily relocated our Reception to the central hotel entrance. On arrival, please do not enter the hotel via the Manor House but via the central entrance near the old cottages and closest to the car park.

You will be asked to make full payment on arrival (if you have not already paid in advance). If you wish to make any charges to your room during your stay, please leave credit card authorisation with Reception.

We are not offering any check-out service on the day of departure, your card will be automatically charged and your receipts will be emailed on the day of your departure. Please help us minimise high-traffic at Reception and do not come to the desk to check-out unless you require specific assistance.

Investment in your safety

Investment in equipment, supplies and tools are a small price to pay for your peace of mind. We have installed perspex screens at our front desk, distancing signage and guest sanitising stations throughout our hotel.





Highly trained and capable teams

We have trained our team across all departments on a two-step cleaning and sanitising routine. We have also identified high-traffic touch points to increase the frequency of our cleaning in these areas. We would ask you support our sanitising focus by making use of our Sanitising Stations that are placed throughout the hotel. This will give you increased protection during your stay.

Well considered Social Distancing

Keeping a safe distance will help you and our colleagues enjoy a comfortable and trouble-free stay. We have implemented clear floor and directional signage throughout our hotel to aid this. We also allocate our bedrooms on a rotational basis where possible to allow for further time between guest use.

Our Food and Beverage service areas have been redesigned to consider safe capacity during busier periods.

And remember, with 38 acres of beautiful grounds and woodland, there is plenty of outdoor space to relax and explore in the fresh air.

Safe Food and Drink Service

Breakfast, lunch and dinner are all available during your stay. See our website for timings. To help us manage our guest dining capacities safely, we ask that you book dinner a minimum of 24hrs in advance of your arrival. Simply drop us an email or give our team a call to book. We cannot guarantee availability for dinner without a reservation if you do not book in advance. This includes those booking a dinner-inclusive rate.

Leisure Facilities

Unfortunately due to continued safety restrictions our pool, gym and sauna continue to be closed and unavailable for use during your stay. We do have outdoor tennis courts which you are very welcome to enjoy (rackets and balls available from reception). You are also very welcome to enjoy a walk through our beautiful gardens and natural woodland.

Externally verified audit and accreditation

We have teamed up with 'CSC', Common Sense Compliance Ltd who are a highly respected provider of safety consultants that have helped us develop our Covid-19 Safety Policy. CSC carry out a thorough audit and provide external accreditation of every safety control and measure we have implemented. This will guide us for continuous improvement and help us adapt as guidelines change around us.

