



Enjoy this summer

Thank you for choosing to stay at The Carlton. Whilst we have a general risk of coronavirus (Covid-19) in the community we have updated our [terms and conditions](#) From the 19 July, we have adapted our way of working and looking after all our guests and our team members. Please read this information, if you have any questions please contact us ahead or during your stay, and enjoy your stay with us in North Devon.

Pre arrival

If you have any of the following symptoms please don't enter the building. Instead follow NHS advice and return home.

- A new and persistent cough
- Loss of sense of taste or smell
- A high temperature

If during your time with us you suspect or have any of the coronavirus symptoms you should let us know. Follow NHS guidelines for testing and immediately isolate yourself in your bedroom. Avoid public areas. Contact us by phone from your room, dial 220. Follow our advice, which will encourage you to return home if it's safe for you to do this. If you are unable to return home then you will be self-isolating at your cost in the hotel. We strongly advise you take out suitable travel insurance.

Face covering

Out of courtesy to other guests and our team please wear a face covering when you move around the hotel. You can remove these when seated, when eating and drinking.

We have a small outside terrace, which as it is external, you don't need to cover up!

Hand sanitiser

When you arrive at the hotel ensure that you use the sanitiser on your hands immediately in the lobby area and at other key locations. There are further sanitisers around the hotel, typically in lift lobbies, main staircases, and waiting areas. Please use these.

Lift use

We recommend only using the lift if you need to and only in your bubble or household.

At reception, payment & throughout

Please wait to be called to the reception desk. If your stay hasn't been prepaid (by you or others) we will require payment on arrival.

Extra charges. If you use additional hotel services perhaps for drinks, food or room service these will be charged directly to your room account. You will be asked to settle this on departure

Guest etiquette

We kindly request that, unless exempt, you wear a face covering when you enter or move around the hotel. A covering needn't be worn in your hotel bedroom or when seated, for food and drink. We can provide you a mask if you haven't your own covering, but it's chargeable.

If you cough or sneeze, cover your face, using your inside elbow or disposable tissue. Dispose of the tissue immediately.

Your bedroom cleaning

Your bedroom has been deep cleaned since the last guest stayed. Our usual high standards of cleaning are now enhanced with additional procedures. This includes touch points plus the use of a high-grade disinfectant at the end of the clean process. Your room has been locked out of use. Your key has been sanitised prior to your collecting from reception.

We will clean your room every other day during the pandemic. This reduces contact between you and our team members. If you need further cleaning please dial 220 and request this.

Room facilities

Items have been cleaned and sealed prior to your arrival.



Table reservations & dining

To dine in our Brasserie you will need to book a meal time. This ensures we can manage demand and maintain distancing. Bookings can be made at reception or by phone or by email.

You can view our [menus](#) for breakfast, all day lounge, room service and dinner on the eat page of our hotel website.

Please present yourself at our dining arrival point in the lounge area. You'll be directed to your table number.

Food & drink service

Currently we will offer you a disinfectant cleaned laminate menu or your table place will be laid with a single use menu – at breakfast for example.

Please follow current guidance and our server will brief you at dining.

Your waiter will advise of any specials or unavailability of items and take your order, from a safe distance.

All food is plated from our kitchen or service pantry. Our team are frequently washing and sanitising their hands, contact surfaces and equipment. Your food and drinks will be brought by tray to a stand by your table.

Menu and food offering may adjust according to the demand on the kitchen and service team. This is simply so that we can reduce the risk of close working, crossover and pinch points in production and delivery. Please bear this in mind when you stay and eat with us.

If you are eating or drinking in the soft sofa seats we will only use a tray.

Please help yourself to the items off of the tray.

Note that our team are advised not to hand to you directly drinks or food.

Room service

We offer a choice of in room dining. Our options can be previewed on the eat page of our website. Please place your order by calling Guest Services from your room.

Your food will be brought to your bedroom door, with receipt. Your waiter will deliver your meal, knock and retreat. Please collect your own food. When you have finished please advise us by phone and deposit the dirty tray outside your bedroom door.

There is no need to sign for any bill during your stay at The Carlton.

On departure

We can provide a bill for you to review over breakfast or overnight.

Vacate your room in the usual manner. Please wear a face covering in all public areas.

Drop your key on the reception desk. We will take card payment in the same way as on arrival i.e., you may need to key in the value and your pin code. Please take your customer receipt for your records. If you prefer we can email your final bill for your records.

View menus / order room service

Internal dial **2 2 0** using your bedroom phone

Email dine@ilfracombecarlton.co.uk

Web <https://ilfracombecarlton.co.uk/dining/>

Contact us

External **01271 862446**

Internal dial **2 2 0** using your bedroom phone

Email stay@ilfracombecarlton.co.uk

Web <https://ilfracombecarlton.co.uk/>

The Carlton Hotel has recently completed a £1.7M refurbishment programme which has resulted in modern, hygienic finishes in guest bedrooms and public areas. For example all bathrooms are fully tiled and public washrooms have touchless taps and handriers. Our reception, lounge, bar and brasserie floor area is over 300m² and is naturally bright, airy and spacious.