

Dear Guest

We look forward to welcoming you to Haydens in Rye.

Our primary concern at this time is the welfare of guests and staff. Therefore, we have put in place measures to ensure everyone is protected within all the guidance published.

1. Entrance: please follow the signs on arrival. Haydens has two front doors and we may have a one-way system in operation during restaurant hours. Please note, the guest house is accessed through the coffee shop. Check-in is between 3pm and 7pm (unless by prior arrangement).
2. Reception: there will only be one guest party at a time in reception. There will be an area for luggage to be dropped.
3. Porterage: to maintain social distancing we would ask guests to carry your own luggage to your room. If you require help with luggage we will ensure it is taken separately to your room.
4. Housekeeping: rooms will be sanitised after every stay, with a clear process for the housekeeping team to carry out. We will remove items that cannot be easily sanitised. Everything else will be sanitised thoroughly between guest stays.

To ensure the welfare of guests and staff, we are suggesting that rooms are only serviced during stays at the specific request of guests. These requests should be made by contacting reception.

We will be staggering breakfast times to limit the number of guests sharing the dining space. Therefore, we will ask you to book a slot (usually between 8.00 and 10am) during check-in. Room Service will be available for a continental breakfast only. If you would like to take this option, we ask that you order by 6pm the previous evening.

5. Departure: exit from Haydens will always be through the front door. The settlement of bills will be by card payment only.
6. Protection: throughout your stay you will find sanitisers available in public areas. There will be an ongoing programme of cleaning to ensure the welfare of guests and staff. Front-facing staff will be wearing facemasks or visors and, as of September 24, visitors are also required to do so when in the public areas of Haydens (with the exception of the breakfast room).
7. Papers: should you require a newspaper, please let reception know the day before.

We hope these policies won't interfere with you enjoying your stay at Haydens.