

DEAR GUEST,

First of all we are so excited to *welcome you back* at **Holiday inn Southend**. We are following the most recent government guidelines to help stop the spread of Coronavirus. We appreciate your co-operation and understanding at this time.

What has changed slightly?

Reception: touchless transactions, front desk screen, sanitiser stations, sanitised key-cards, paperless check-out – we are not accepting CASH at this time.

Public Spaces and Facilities: Additional deep cleaning of high touch surfaces, social distancing signage, guidance to implement 'last clean' charts. Face masks must now be worn in all public areas around the hotel.



Guest Room: Reduction of in-room furnishings/high-touch items and the addition of in-room IHG Clean Promise cards detailing our cleaning procedures.



Mini gym: Available from 06:00hrs to 22:00 hrs – Only two guests at a time is permitted inside the gym – sanitising spray is available; please ensure you use it. Please contact reception for more information.



Housekeeping service: For guests who are staying for multiple nights' we will refrain from entering your room without your permission to do so. If you would like for us to clean your room, please hang the "I've popped out" card outside of the door, on your door handle by **9:00am** and we will be happy to clean and service your room as usual.

Face coverings: In line with government legislation it is now mandatory to wear a face covering while in public areas to help prevent the spread of Covid 19. You are not required to wear a mask while eating or drinking in our bar or restaurant but will be required to wear a face covering to and from your table.



Breakfast: 06:00-09:30 from Monday – Friday & 06:00-10:00 Saturday & Sunday. An attended served buffet breakfast is served on the fifth floor of the hotel. Please ensure you pre-book your breakfast time at reception for each day you are staying with us. Keep in mind that during busy periods there may be a waiting time to sit down as we now have limited tables.



Food & Beverage: We are operating new standards and service approaches to buffets, banquets, room-service, and catering.

Menus are NOW available on your TV (channel 888)

1935 Rooftop Bar & Restaurant (Bookings advised).



Lunch: 12:00 – 14:00 Monday – Sunday

Dinner: 18:00 – 20:30 Monday – Sunday

Bar service 11:00 – 22:00 Monday – Sunday – the government restriction is that all food and beverage outlets **must** be closed by 22:00. Last drinks to be ordered by 21:30 and last bar food to be ordered by 21:00.

Room service: Food & drinks menu including a selection of pre-packaged drinks, light meals and snack food options will be available **12:00 to 21:30 (last order by 21:15)** please dial the 'Room Service' button on your in-room telephone. There are no tray charges for room service at this time. Room service is available 24 hours a day.

Programming your safe personal code:

- With the door of the safe open, press the **RED** button (located on the inside of the door, near to the hinge).
- The display will show.
- Enter your desired code (between 3 & 8 digits).
- Confirm by pressing the 'START' Button.
- After hearing the beep, the display will show 'IN'.
- You may now place your desired items inside the safe and turn the handle *Anti-Clockwise*.

Opening your safe with your personal code:

- Press the 'START' Button.
- Enter your individual code (between 3 & 8 digits).
- Press the 'START' Button again.
- Turn the handle *Clockwise* and the safe should open.



ALL Tickets MUST be validated at Reception BEFORE departing

Hotel Residents: Parking is charged at a rate of £10 per car, per night (Some rates are inclusive of parking).

1935 Restaurant & Bar: Based on a minimum spend of £5, we allow up to 3 hours of free parking.

Lost Tickets: Replacement tickets are available for £10 from the machine outside the hotel entrance.



Here on business? If you are travelling to Southend on business, ask today about set corporate rates to meet your travel needs. By booking direct, you can collect IHG Reward points and enjoy breakfast and onsite car parking included in your rate. Complimentary upgrades are available (subject to availability). Please contact Louise direct on +44 (0) 7738 426524 or email louise.merrell@interstatehotels.com to discuss your travel needs today.





Relax for longer – enjoy complimentary late check out until 2pm (standard checkout time is at 11am)

(Subject to availability, please contact reception to arrange)

Points, Points, Points! – Earn even more IHG Reward points on in-house Food & Beverage purchases. Remember that points for food and beverage spend can only be awarded for items added to your room bill.

Payments / Card Pre-authorisations

We are operating card payment only currently. Unfortunately, **no cash** will be accepted. Please contact reception to leave tap open for your extras. Pre-authorisation is a temporary hold of a specific amount of the available balance on a credit or debit card. If your pre-authorisation needs to be released the wait time depends on your individual bank. Upon checkout, your room charge and any extras will be charged to your card, this will appear on your statement within 3 working days. However, if you choose to pay by a different Card, we will cancel the pre-authorisation, but this can take up 15 days to clear in your account.



No Smoking



It is against the law to smoke in all areas of this hotel (except outside the front door).

A minimum charge of £150 minimum will be applied to your bill if smoking is suspected / detected in your room.

We are here when things go wrong – Sometimes things just do not go to plan, please contact reception by dialling '0' on your telephone 24 hours a day if you require assistance from our Hotel Duty Manager.

