



1. Hand cleaning/sanitizer stations will be located in the reception, restaurant and by cloakrooms
2. We would advise guests to avoid using the Hotel phone whenever possible. Complimentary Wi-Fi is available throughout the Hotel. Whilst at the hotel you can contact us by emailing our reception team reservations@burn-hall.co.uk between the hours of 7am and 10.30pm.
3. Certain areas of the Hotel will be designated one way to assist with social distancing. For you and your fellow guest safety please follow the signs.
4. Cloakrooms by the Hotel restaurant will be open during your stay. Please try to observe COVID-19 social distancing rules whilst using the facilities.
5. Upon check-in, when in the reception area of the Hotel, please note the indications on the floor to assist with social distancing and queuing. There will also be a hand sanitising station located in this area.
6. Staff will be operating behind a Perspex screen upon check-in. At check-in please be advised that all bookings will require a swipe of a debit or credit card for any charges that may become due during your stay and for security of the room. Please note the PDQ machine will be cleansed after each transaction.
7. We will be operating a contactless check out procedure. Your card will be charged for any items you charge to your room account on departure. Copies of your bills will be emailed to you.
8. For the safety of your fellow guests and the team at Burn Hall, at check-in you will be asked to confirm you or any other member of your party have not experienced COVID19 symptoms in the last 7 days.
9. In line with current COVID-19 guidelines, we will not be routinely servicing rooms during your stay. We will be happy to supply additional linens and towels if required. If you have a requirement for your room please contact our reception team.
11. Our breakfast will be served in our Restaurant and will be a Yorkshire Buffet.
12. Breakfast will be served Monday to Friday 7.00am to 9.30am, Saturday and Sunday 8.00am to 10.00am
13. We hope you enjoy your stay and will be offering additional seating on the front lawn where we will operate a waiter service and you can order drinks, refreshments, afternoon tea etc. Choose from our excellent range of wines, spirits, soft drinks and beers including local ales
14. We will be opening our hotel restaurant every evening 6 -9 pm in line with current guidelines, tables should be booked in advance. A pre-ordering system will be in place with copies of our delicious menu of home cooked dishes featuring local Yorkshire produce in all guest rooms.
15. Our Hotel bar will be open during your stay but due to current restrictions, you will not be able to stand at the bar directly. We are providing a waiter service where you can order wine, spirits and soft drinks to accompany your meal, to enjoy in your room or on the Hotel patio and front lawn. A copy of the drink's menu will be provided in your room.
16. We are pleased to confirm our housekeeping cleaning practises in the Hotel have been updated in line with COVID19 guidelines.
17. Our fitness room is open for residents to use as usual at this time although we are limiting access to 4 guests at 1 time.