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H A M P S H I R E

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WE ARE COMMITTED TO YOU

The Elvetham is committed to you, our guest, with providing you with a safe and hygienic environment whilst receiving the best possible service and having the most enjoyable stay.

In line with the most recent government guidelines, we have introduced a series of measures to give you reassurance when visiting us.

STAYING WITH US

Prior to your arrival your room will be thoroughly deep cleaned and sanitised following a detailed plan ensuring extra attention to high touch point areas.

On check-in, your card will be charged for the duration of your stay with any additional costs charged as consumed. Alternatively, a credit card pre-authorization can be left with our team.

Please note, we are accepting card payments only.

You will notice protective screens have been installed at the front desks for the added protection of our guests and staff.

To minimise the number of people entering your room, we have removed our mid-stay housekeeping service. Should you wish for your room to be refreshed during your stay, this is available upon request.

If you would like to receive fresh towels, linen or extra tea & coffee for your room, please speak to our Reception team. These will then be placed outside your rooms for you to collect.

Items such as soft-furnishing and magazines have been removed from your room.

FOOD AND BEVERAGE

Our Gloriana Bar & Sylvanus Restaurant have reopened. Reservations are required for Lunch, Dinner and Afternoon Tea (24-hour notice required). Please speak with our Reception team to book a table during your stay.

In room dining is also available using a "one time only" menu which will be provided for you at check-in. For all room service, please call 2800.

A full cooked breakfast is available on the morning of your stay as room service or as table service in the Sylvanus Restaurant. For our Staycation guests, a complimentary Grab & Go breakfast is provided.

All food and drink orders in our Gloriana Bar, Sylvanus Restaurant and our outside seating will be taken at your table.

In keeping with the government guideline that all bars and restaurants must be closed by 10pm, our last orders for food within the Sylvanus Restaurant will be at 9pm every night, last orders for drinks within the Gloriana Bar and food for room service will be at 9.30pm every night.

GUEST SAFETY

All guests and staff are required to wear a face coverings within the public areas of the hotel with the exception of eating and drinking.

Floor markings are in place indicating walkways and traffic flow. Please demonstrate physical distancing to keep yourselves, other guests, and our team as safe as possible.

Hand sanitising stations are located throughout the hotel.

Our toilets have been limited to 2 persons only at any one time.

All staff working in the hotel have their temperature checked daily and PPE has been provided.