

HOTEL THYME COVID-19 ADAPTATIONS

FOR YOUR SAFETY...

We continue to listen to Government announcements on measures and remain flexible and responsive, we will keep you closely updated as our plans and procedures develop.

We want you to rest assured that we are taking all the necessary steps to ensure the safety of our guests and team members whilst we do everything to maintain the welcoming atmosphere and the unique Thyme experience.

The measures introduced include our dispersed dining concept, social distancing measures, hand sanitiser in all rooms and entrances, scrupulous cleaning protocols and a simplified guest journey to minimise direct interaction between team members and guests.

We have provided more detail below and will be updating and adapting as new guidance is released.

THE RULES & RISKS

We're closely adhering to government guidelines and carrying out comprehensive risk assessments for all activities at Thyme.

WE ASK YOU

While we take these steps and implement new measures, we ask you to be sympathetic and receptive to the guidelines we are implementing, deploy common sense and to play your part in keeping everyone safe.

If any of our team members become symptomatic, they will be asked to stay at home and will not be allowed to Thyme. We kindly ask that you practice the same approach.

We do kindly ask all guests to wear a mask while moving around the inside spaces at Thyme, until you are seated at your table.

CHECKING IN AND OUT

Our guest journey has been adapted to reduce touchpoints and prevent guests gathering at the reception desk.

All guests will be met at your car and shown directly to their room where an in-room check-in will take place. If guests do need us, we have moved our main reception into the Tithe Barn.

Check out will be completed remotely.

RESTAURANTS & BARS

The Ox Barn restaurant is unique - set in a magnificent, huge space with soaring ceilings and equipped with sophisticated ventilation systems, it is ideal to accommodate social distancing. Inside, the tables have been spaced to ensure guests are all around 2m apart and each will be equipped with hand sanitiser. We will only be operating table service to mitigate any queuing

at bars, and all our service team will be in face masks. Our teams will be running strict areas, with dedicated servers and clearers.

Booking is essential for lunch and dinner to help us manage the flow of guests and we kindly ask all guests to wear a mask while moving around the inside spaces at Thyme, until you are seated at your table.

Our south facing terrace is perfect for al fresco summer lunches.

The Swan Pub remains closed for the time being.

THE SHOP

We will be restricting numbers of guests in each space at any one time, encouraging guests to only touch what they really intend on buying and steaming clothes once they have been tried on.

HOUSEKEEPING

As a hotel and restaurant, we already instil and uphold the highest health and safety standards and protocols. We have a specified 'guest spaces' housekeeper who routinely cleans and disinfects areas that guests share. The rooms will be thoroughly cleaned incorporating new measures to the scrupulous protocols already in place.

OUR PEOPLE

Our full team will all be kitted with face masks made from our 'patterns of nature', designed with pouches to insert medical grade filters, ensuring their efficacy.

In addition to our usual training modules, our full team are trained on new coronavirus specific modules from cleaning and hygiene to customer service.

We are committed to working with partners who uphold the same high standards as ourselves.

OPENINGS

As we emerge from hibernation and operations at Thyme slowly start up again, certain areas of Thyme will remain on pause for the timebeing. This includes the spa & pool, the cookery school (unless for private classes), and the Swan Pub. We look forward to opening these areas up as soon as we are able to do so..