

Foxhills

Customer Charter

Dear guest,

I would like to take this opportunity to welcome you to Foxhills Club and Resort.

In these changed times, allow me to reassure you that we have taken every practical step to ensure your time at the club is not marred by any concern about hygiene or cleanliness.

I have listed below some of the measures which we have taken in various areas of our resort, in line with government guidance. Detailed risk assessments can be found on www.foxhills.co.uk/reopening

We look forward to welcoming you to Foxhills where you can feel at ease, relax and enjoy our wonderful resort. We want you to feel better when you leave than when you arrived.

Tej Walia FIH SJS
General Manager | twalia@foxhills.co.uk



Employee Training



We have conducted extensive training for our team on upgraded hygiene standards. Our team are well informed and trained on COVID-19 related operating procedures. Our team are provided with appropriate PPE kit and training in its use relevant to their role and our risk assessment. Staff will wear face masks when serving customers.



Pre-Arrival Checks

We ensure that at the time of reservation and pre-arrival that guests are questioned about any COVID-19 symptoms. All reservation confirmations include a prominent reminder of our COVID-19 policy.



Arrival

Sanitising facilities are available in all public areas and facilities. A guest will be provided with a fabric facemask on arrival, if required. One-way systems are in place in some areas to enhance social distancing.



Reception

Check-in will be completed with minimum physical contact. Safety and hygiene advice will be communicated to guests. Floor markings help separation and social distancing. Stationary and equipment will be carefully sanitised. Only one person per guest room to attend reception for check-in.



Guest Rooms – ‘Open with Confidence’

Reception will inform guests as to how the rooms are sanitised and protected. The in-room minibar is removed. Newspapers are replaced by online newspapers. Written materials are replaced by online download by QR code. You will see a seal of cleanliness before entering your room, open with confidence.



Restaurants



The number of guests has been reduced to maintain social distancing and you will be asked to book a table for all meals. Breakfast will be table service or continental breakfast to take away. Staff are trained for minimal contact during service. Sanitising wipes and fluids available to clean guest's phone or credit cards.

Pools, Gym & Spa



Leisure area capacity is reduced to assist with social distancing. Users are requested to adhere to the enhanced etiquettes to improve safety and hygiene standards. Detailed Leisure area operations with COVID-19 will be available on our website.

Golf



Players should arrive 20 minutes prior to tee time. Lockers and changing rooms remain out of use but Clubhouse WC's and Halfway Houses are available. Buggies are limited to one golfer or golfers living within the same household. Detailed golf risk assessments can be found on our website.

Meetings & Events



Capacity of meeting rooms have been adjusted to accommodate social distancing. Pens and stationery will be supplied on request. The choice of food and drink is amended to minimise cross-contamination. Each meeting room will be sanitised by using hydrogen peroxide fogging (HPV/HPF) using a Hydrogen Peroxide solution @ 6.5% after departure.

Check out



Express check-out is available to avoid overcrowding. Only one person from each guest room to attend reception for check out formalities. Cashless payment is encouraged.

Other guidelines



Hard surfaces and common touchpoints (hand rails, door knobs, elevator buttons) will be routinely wiped using FAD Green-Shield. Non-fire doors will be kept open. Certain areas will be hydrogen peroxide fogged (HPV/HPF) using a Hydrogen Peroxide solution @ 6.5%. Kindly refer to the WHO guidelines or/and our website for detailed risk assessments.



For more information, scan the QR code or visit www.foxhills.co.uk/reopening

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