



COVID-19 – Statement

We are all so looking forward to opening our doors once again and welcoming you all back to the Holt Hotel. Although a number of things will be different you can be sure that our renowned hospitality and friendly service remains.

During the period that we have been away, we have been working very hard to make all of our guests, visitors and teams feel safe when we return to the new normal. After this prolonged period of being away you can start planning your next trip. Located on the edge of the Cotswolds and within a short distance of Bicester, Banbury and Oxford, the Holt Hotel is the perfect base for your holiday.

We have reviewed all of our guest's journey from check in to departure from breakfast, dinner and afternoon tea and overnight accommodation, ensuring that our guests comfort and safety is at the very centre of everything that we are doing. Below you will find out some of the measures that we have put in place.

- We have been working on developing our very own Holt Hotel app, which will include all the information you require about the Hotel. Included within the app is a pre-registration form which can be completed ahead of arrival in order to make the check in process as efficient as possible. The app will also contain all food menus and the ability to order food through the app.
- Guests will be offered to pre-authorise their credit or debit card on arrival so that we can prepare invoices overnight for a seamless departure in the morning
- On arrival and throughout all our Public Areas our guests will find hand sanitiser available
- Internal doors will be left open throughout the day in order to avoid internal touch points
- Our staff will have access to relevant PPE and will take extra precautions in their hand washing
- The majority of our staff living in our staff accommodation next to the hotel and do not need to travel to work via public transport
- Social distancing is in place in all our public areas and all our restaurant tables, lounge and garden seating areas are well spaced out. We are fortunate enough to have an abundance of outdoor space and our large courtyard garden is the perfect place to have a drink or meal
- All food and drink will be served individually and prepared under strict guidelines. Breakfast will be changed from buffet to a la carte. All guests will be asked to pre-book dinner times.
- There will be reduced amenities in our bedrooms to reduce touch points. Every guest bedroom and en-suite will be fully sanitised before each stay. Should you prefer housekeeping not to enter your room during your stay, you will be able to inform our Reception team on check in.
- We will regularly review all procedures in line with advice from Public Health England

All the team are really looking forward to opening our doors once again and welcoming you all back to the Holt Hotel. It has been a difficult time for the whole industry and we are only opening our doors because we believe it is safe to do so. Although we won't be able to shake your hand you will be met with a friendly wave and a very warm smile. We hope you enjoy your stay with us.