



We are all really excited to be welcoming you to the Beachcroft Hotel & Beach Hut Suites, thank you for putting your trust in us and choosing the Beachcroft for you stay.

To keep all our team & guests as safe as possible please take you time to familiarise yourself with our policies and safety measures in place.

Pre-Arrival

All guests will be required to complete with our reservations team a pre-arrival medical questionnaire over the telephone. Should guests become unwell or develop any symptoms between receiving the pre-arrival call and your arrival date, please do not visit.

Arrival & Departures

Check in to the hotel is from 15:00, we regret at this time we may be unable to honour early arrivals. On the pre-arrival call from our Reservations Office we will determine estimated arrival times for each guest to limit the volume of customers arriving at one time.

The Hotel will be accepting online check in by simply replying to this e-mail. 'I confirm my acceptance of the terms for staying with you at the Beachcroft – Your Name' – For guests staying in our Beach Huts your consent will include the terms and condition of bike usage as outlined in Appendix 2.

Up on arrival you can minimise or eliminate your time at the front desk, as all keys will be placed in guest rooms or suites prior to arrival. You will simply need to obtain your room number and directions from reception. Please note for your comfort you can also call the hotel on 01243 827142 on arrival.

Departures from the Hotel will receive an automated e-mail invoice, credit cards on file will be charged in full. Should you prefer to receive a paper copy please call reception and this can be arranged for you. Any room charges throughout your stay will be verbally agreed, there is no requirement to sign receipts. Departure time for all rooms and suites is up to 11:00 prompt. There is a key card drop off point in the main reception, keys and key cards will be sanitised.

Car Parking

We have a large car park available at the front of the main Hotel, left at the end of Clyde road. All Beach Hut suites have private parking outside the Beach Huts, right at the end of Clyde road. We ask that all guests park considerately allowing space for all customers. Please note particularly large cars may be required to use the main hotel car park.

Swimming Pool

Unfortunately our swimming pool is currently closed following continued government restrictions.

Reception Office

Our Reception Office will be open between 09:00-17:00 seven days a week, after which for any queries or urgent assistance please press '1' to be connected to the Duty Manager between 08:00-22:00. For any emergency outside of these hours please call 07562288454.

Throughout the Property

Hand sanitiser is available at 10 locations throughout the hotel and grounds; we ask that all guests use the sanitiser regularly throughout their stay.

Where possible we have implemented a one way system; we ask that all guests observe these policies, respecting social distancing measures for the comfort of all guests.

Housekeeping

We hope to have thought of everything! All guest rooms will be set with all the amenities you may need and should you require replenishment of any items please call Reception who will promptly arrange this for you.

Soft furnishings and in room decorative items in the main Hotel have been removed. Items in the suites will be changed and isolated for over 72 hours before re-use. Fabric sanitiser will also be used on all soft furnishings in circulation.

Daily room servicing has temporarily been suspended for the safety and comfort of all staff and guests. Should you require any replacement items, these will be delivered to your door at a safe distance. For any towelling or linen replacement, guests will be provided with a red bin liner to deposit all used laundry, which will be safely collected.

All in-room amenities will be sanitised. Tea, coffee service and toiletries will be removed, isolated and replaced ready for our next guests.

Restaurant & Bar

Breakfast – breakfast is available between 08:00-10:00 every day. Guests can enjoy an exceptional array of items in our Tamarisk restaurant, including Full English breakfast or Scottish Kippers.

We are also offering continental breakfast options available for in-room dining. This must be pre-booked before 8pm the day before.

Lunch – Light lunches will be available for guests to enjoy between 13:00-15:00, either in our Beachfront Garden or in our Bistro. A selection of freshly made sandwiches or cream tea can be prepared by prior arrangement by contacting reception.

Dinner – Dinner will be served in our Tamarisk Restaurant between 18:30-20:30 our Head Chef Damian has been working hard to provide a well-balanced menu based on classic home cooked cuisine.

A selection of dishes will be available for in room dining, we will also be offering take away Fish and Chips for guests to enjoy on the beach or in our garden should they wish.

To limit the volume of guests joining us at specific times, restaurant meals are available by pre-booking only. This will be discussed on your pre-arrival call.

All tables will be pre-set in the main restaurant, all staff wearing gloves and masks to carefully lay all out tables. All table linen and cruets will be changed and sanitised between guests.

Menus will be available in your room on arrival, for any guest wishing to minimise contact time in the restaurant pre-orders by can be made by 17:30.

Beachcroft Bar

Our bar area is temporarily restricted, however guests can enjoy a wide selection of bottled beers, soft drinks, wines or spirits this can be delivered to your table or bedroom for a small tray charge of £5.

In Room Dining

A selection of evening meals and continental breakfast are available for in room dining, these will include delivery of beverages.

Any additional room service requirements will be chargeable at £5 tray charge.

We have worked hard to source top quality disposable crockery and cutlery, this is bio-degradable and supports families in poverty around the world. This will be used for all in room dining options.

Room service will be delivered by the team, who will knock and stand back at a safe distance for you to collect your meals.

Doggy Dining

Available for evening meals and breakfast by prior arrangement in our Bistro area.

Beachfront Garden

Tables have been appropriately separated to encourage social distancing and please respect other guests. Our garden games are available and all garden equipment will be sanitised throughout the day. For any drinks orders in our garden, please call the team or enquire at the front desk.

We wish you a really pleasant and enjoyable stay with us, please let us know if there is anything we can do to make your stay more enjoyable.

Yours Sincerely

The Beachcroft Team

• 01243 827142 • reservations@beachcroft-hotel.co.uk

Appendix 1 - Terms of Staying at the Beachcroft as per our standard registration;

Keys & Key Cards to be kept with guests at all times throughout their stay.

The Beachcroft reserves the right to charge in full guests who do not visit the front desk on departure.

We are 100% non-smoking in hotel bedrooms. Should we find evidence of smoking we reserve the right to charge a deep cleaning fee of £150.

Check out time is 11:00.

Meals are by reservation only.

Guests understand and accept Beachcroft Hotels Ltd will hold a certain amount of sensitive personal data including but not limited to, personal contact information & sensitive bank card information. All information acquired will be held securely. We may wish to contact you from time to time with offers regarding promotions and facilities, please do let us know if you would rather not receive this information.

Appendix 2 – Bike Rental / Usage

1. All bicycles, when left unattended must be locked to a secure object and this must include the front wheel and frame, or they must be kept in a locked building. Locks are provided. Always lock the cycle when you leave it, even for a short time. The hirer is responsible for the bike and equipment at all times whilst within the hire period and will be liable for the full cost of any loss damage to them.
2. All cycles are hired with cycle helmet which is included. Beachcroft bike hire strongly recommends that cycle helmets are worn at all times. Riders are advised to only ride on tarmac roads. Do not take the bike onto the beach or ride into the sea, river or lake. Only one person is allowed on a bike at any time. Do not attempt to carry goods on the handlebars or any other part of the bike, only in the basket provided. The rider should sign below if they do not wish to wear the safety equipment provided.
3. The hirer is responsible for the returned of the bicycle in the same condition as it was rented. The hirer will be liable to pay in full the cost of any loss or damage of or to the bike and equipment.
4. Children under the age of 18 must be accompanied by an adult. Children under the age of 10 years are not permitted hire our bikes.
5. Hire period is 9am-6pm. Other times by arrangement – a surcharge may be levied.
6. Bicycles will be parked in a garage adjacent to the Beach Huts with a chain locking the 2 allocated bicycles per Hut – A key will be provided at check-in and the hirers are responsible for returning the key and keep all access points to the garage closed when not being used to guarantee the items security.
7. Disclaimer, Beachcroft bike hire accepts no liability whatsoever for injury or damage caused to the rider, third parties and / or any property, arising from the hire of bikes and equipment.