



## The Park Hotel Leisure Centre and Holiday Homes FAQ's

### 1. Riverside Health Club

Our pool and gym are open daily from 6.30am to 9.30pm. Residents are asked to pre book slots via leisure centre reception or our booking app ORDEE which is available to download to your smart phone from the app or google play store. Slots can be pre-booked 24 hours in advance. We are running 75 minute slots to allow full cleaning. Please arrive to the leisure pool ready. Maximum numbers apply and please adhere to social distancing guideline as all times.

Opening Hours:

Monday – Friday; 6.30 am – 9.30 pm (under 16; 9.30 am – 7.45 pm) Kids club; Thursday & Sunday 4 pm – 4.45 pm.

Saturday, Sunday & Bank Holiday; 8 am – 8 pm (all ages).

### 2. Meladon Bar and Bistro

The Meladon Bar and Bistro serves food daily from 12.30pm:

Carvery Menu 12.30pm to 3.00pm

Bistro Menu 3.00pm to 9.00pm

We are providing full table service for your comfort. Pre booking is not essential, but it is advised. Additionally, alcohol can be served to tables while consuming food.

### 3. Breakfast

Breakfast is served from 8am – 10.00am each morning. Please contact reception to make a reservation. The Park Hotel is well known for our cooked to order hot breakfast served directly to your table and thankfully this will not change. Our cold buffet will change to a buffet with pre packed cereals, fruits, yogurts etc. Tea, coffee, toast and breads will be served to your table.

### 4. Family and Kids Activities

Due to social distancing our traditional kids club has been adapted. We are running daily family and kids activities. Pre booking is essential and please book your space at reception. Full list of activities can be found here: [Family and Kids Activities](#)



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### **5. Room Service**

Your room service menu and guest directory are available by QR code in your room and can be accessed by scanning the QR code with your smart phone or by downloading a QR code reader app. Alcohol can be provided when ordering your meal.

### **6. Cleaning Procedures**

We have implemented new cleaning, health and safety procedures throughout The Park Hotel and identified all touch points. Hand sanitiser is available throughout the hotel.

All our bedrooms go through a very detailed cleaning programme before each check-in. Our new cleaning protocols include electrostatic sprayers with hospital-grade disinfectant to sanitize surfaces throughout. Electrostatic spraying technology uses the highest classification of disinfectants recommended by the World Health Organization (WHO) to treat known pathogens. The sprayers rapidly clean and disinfect entire areas and can be used in a hotel setting to clean and disinfect all rooms, especially soft furnishings.

We have also added a hand sanitizer dispensing unit to each bedroom beside the main door. You will also notice that all stationary has been removed from your bedrooms. Our guest information and in room dining menus are available by using the QR code which is located on your bedroom console table.

### **7. Social Distancing**

Social distancing is critical to all our safety and we have implemented floor markings and queuing systems to ensure safety of all staff and guests. We would like all guests, where possible to walk on the left while in hotel corridors.

**Thank you from the Park Hotel Team**



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