



HOTEL
BROOKLYN
MCR.

Hotel Brooklyn MCR is open and ready to welcome you whenever you are!

Dear Guys and Dolls,

We would like to reassure you our guests that our entire team are working behind the scenes to ensure your safe whilst you are with us at Hotel Brooklyn MCR. Whether you're staying in our rooms, taking drinks at the bar or eating some great food in Runyon's Restaurant your health and wellbeing is our primary concern.

Our hotel is brand spanking new and full of hi-tech solutions. Some might say we were made for social distancing!! That said for your comfort and confidence we would like to highlight the important items we want you to know about as you navigate safely with us through our 'new normal':

- ✓ We welcome all guests who have confirmed their reservation at the hotel or restaurant and will take your temperature on arrival for yours and others safety.
- ✓ There are lots of guest service interaction points which have all been reviewed in order to minimise or eradicate physical contact including our self-check in facilities.
- ✓ The frequency of our cleaning of public areas has increased and has been enhanced (this includes our lobbies, elevators, door handles, restrooms and touch points)
- ✓ We will continue to comply fully with all food and beverage service legislation in line with current food safety recommendations whilst ensuring your experience is enjoyable.
- ✓ Every member of our team has received enhanced Covid-19 training and undertakes a daily health check prior to them helping you enjoy yourself.
- ✓ We have made provisions for guests to access Personal Protective Equipment (PPE) where it is appropriate.
- ✓ Our processes and procedures comply with all national standards and have been assessed by third-party environmental health professionals.
- ✓ We have provided hand sanitising stations throughout the hotel for your use,
- ✓ Unless it is unavoidable we have implemented a no cash transaction procedure at Reception and Runyon's Restaurant & Bar to minimise cross contamination.

Above is only part of the story about how we are going to look after you whilst we operate safely in the new normal. We also have our detailed COVID-19 plan. We will ensure we keep all associated information updated to support the latest government guidance.



Exploring Hotel Brooklyn MCR...

We know you want to come to Hotel Brooklyn MCR as you are looking for a great stay or dining experience. That is our aim also and so we've planned it so we minimise any discomfort and maximise every guests enjoyment. Here are the items we are going to do to achieve this:

- ✓ For everyone's confidence we reserve the right to check guests' temperature as they arrive into our hotel.
- ✓ We provide the flexibility of an automated check-in kiosk, but always our friendly trained staff will be on hand to assist you
- ✓ We will advise you if we feel you may need to wear a face mask in our public areas
- ✓ We will ask you to observe social distancing rules at all times. During your stay, please be mindful of other guests and team members and maintain the suggested six feet of distance rule.
- ✓ Unless it is unavoidable there will be no cash transactions at reception or in our restaurant & bar. We will pre-authorise your card to cover for all the treats and extras during your stay.





Dining

Our Runyon's Bar & Restaurant has a fantastic ambience where indulgence and enjoyment are all part of the menu. Our dishes are the kind that bring a smile to people's faces. Think of it as contemporary much-loved British classics heavy on Big Apple swagger. We're all about a sit-down meal gushing with stand-up service. To support this and social distancing we have implemented the following:

- ✓ We're avoiding buffet breakfasts so your meal will be brought to your table. Don't worry it will be as good as always with staff on hand to make it memorable.
- ✓ All of our menus will have been wiped clean and sanitised before you use them
- ✓ You can also order food using a QR code and our menus are available on our website
- ✓ Great news tray service for all in-room dining orders is free with the food being served to your room in a safe and hygienic manner
- ✓ We have created an exciting 'on the go' menu if you fancy taking food away with you. Each served in eco-friendly boxes.

Track & trace



To assist with Track & Trace processes you will be asked to provide us with your phone number as soon as you arrive. This information will be given to NHS Test & Trace on request if required for contact tracing purposes. We will not use it for any other purpose and will destroy it after eight weeks. You have a right to access and correct any information we hold about you.



Bedrooms & Suites

Our aim is to help create great memories for all of our guests and for your time with us to be as enjoyable as possible. As comfortable as spending time at home only better. Whilst in the background we have ensured our housekeeping team will be going the extra mile to maintain yours and everyone's safety.

- ✓ Our already rigorous cleanliness protocols have been elevated even higher to ensure all surfaces including the main guests touch points in your room - like light switches, remote controls, door and wardrobe handles are hygienically immaculate.
- ✓ Our in-room amenities will be thoroughly sanitised between each guest stay with a gap in time before it is to be used again.
- ✓ Rooms will not be serviced during your stay unless it's requested.
- ✓ Your bed linen will have been washed and treated at a temperature above 60C eradicating the possibility of catching the disease.

Remember, we want you to feel as relaxed and comfortable as possible because you are with us to enjoy yourselves. However please feel free to ask a question pre arrival, during your stay or afterwards and we will respond. We want to do whatever we can to make you stay at Hotel Brooklyn MCR as enjoyable as possible.

Thank you from all the Hotel Brooklyn Team
in the heart of Cottonopolis!!

