

THE  
**Priory**  
CAERLEON

WELCOME TO THE PRIORY CAERLEON

The Priory is nestled within the historic town of Caerleon on the River Usk.

Founded by Hywel ap Iorwerth, a Welsh prince and dating back to 1180, the Priory started life as a Cistercian Monastery. As Caerleon grew, the monks wanted to move to a quieter place and founded Llantarnam Abbey. The Priory remained their town house. There is a passage underneath the Priory to the Bull Inn that is rumoured to be the passage the monks used when they met their lovers. The Bull Inn, at that time, used to be the monks' kitchen.

When the monks moved on, the Priory later became a Nunnery, private residence and since 1996, this beautiful building and its secluded grounds have been home to the Priory Hotel and Restaurant.

We want your stay with us to be relaxing, enjoyable and focused on fantastic food. The Priory is the perfect setting to unwind, enjoy the best of locally sourced cuisine, and have a truly memorable stay in the historic town of Caerleon.



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## COVID-19 PRECAUTIONS AND PREPERATIONS

We realise that for many of you there are some concerns when it comes to staying at a hotel, but rest assured our main objective is to ensure the safety of our guests and staff members, so please read about the preparations and procedures that we implemented at The Priory.

We have always taken a great deal of pride in the standard of our service, housekeeping and health and safety awareness.

In response to the Covid-19 pandemic we have enhanced our existing standards to a new level across all aspects of our hotel operations.

The change we have implemented are based on the guidance we have received from the Welsh Assembly Government & the National Health Service, supported by industry specific advice from the UK Hospitality industry body.

Due to the constantly changing nature of this guidance and advice, our internal operating practices will be continuously reviewed and updated. The information detailed below may therefore change without notice.

As we are managing a public health issue, we expect the full support and co-operation of all our guests, our team and business partners. Only through our collective efforts can we successfully combat the spread of Covid-19 and keep each other safe and healthy.

If you have forgotten yours or would like to purchase a PPE kit, please contact reception.

## COVID-19 GENERAL PRACTICES, ENHANCED CLEANING & DISINFECTION POLICIES

### Our team

- Report and record their well being at the start of each shift
- All team members required to wash their hands (or use hand sanitiser) every 30 minutes
- All team members are required to follow official guidance on self isolating
- All team members will be required to wear appropriate PPE
- The team will follow a policy of no physical contact and maintain social distancing where possible

### Our valued guests

- We have cleaned and sanitised your room with extra care
- We have removed non-essential items to minimise any contamination risk
- We reduced the welcome tray selection provided in the room, if you wish to have additional items please ask a member of our team
- Please use your bedroom toilet rather than toilets in public areas
- Please use hand sanitisers when entering the hotel
- Please respect social distancing measures in place
- Please wash your hands when returning to your bedroom
- Our opening times and services are temporarily different, please be patient
- If you feel unwell or experiencing symptoms of coronavirus please inform a member of our team, who will report this to the manager on duty and advise you further

### Our hotel

- The highest food safety standards will continue to be observed
- Whilst our dining room is closed room service will be offered at no extra tray charge cost
- We offer al fresco dining in the terrace restaurant 7 days a week
- Physical distancing measures will be in place in common areas
- Enhanced cleaning programme in public areas with an increased frequency in disinfection of high touch areas
- Remove non essential decorative items from rooms to reduce transmission
- Hand sanitising stations will be provided
- Additional disinfection is in place of high touch room and bathroom areas

## COVID-19 RESTAURANT USAGE AND AVAILABILITY

### Breakfast

- Due to restrictions in service as a result of Covid-19 restaurant service will be conducted on our terrace. Space is limited and we request book your preferred time for breakfast at check in (subject to availability). Once we are allowed to serve inside we will expand our breakfast selection and relax time restrictions.

Breakfast service:	Monday to Friday	7am – 9am
	Saturday & Sunday	8am – 10am

### Dinner

- Our terrace restaurant is open and available to our residents in addition to room service. Please be aware that availability on the terrace is extremely limited and booking is essential. Please contact reception to make a reservation.

### BEDROOMS AT THE PRIORY

Each bedroom is individually decorated and all blend classic comforts with modern essentials. Some of our bedrooms have antique furniture dating back to the late 1800's which has been sourced and refurbished locally.

The furnishings and bed linen have all been carefully selected to ensure a great night's rest. Each room has beautiful cotton linens, luxury toiletries, complimentary high speed Wi-Fi, coffee facilities and flat screen digital TV's.

Twenty two rooms are spread over the ground and second floor of the main building with a further five in the Priory Cottage, accessible through our picturesque garden. We have a number of rooms that are wheelchair and family friendly, just ask for more details. Cots are also available on request.

Please note the Priory is a **NON SMOKING** hotel and smoking anywhere within the building is illegal. There is a designated smoker's area adjacent to the main garden entrance. Any evidence of smoking within the building will result in a cleaning charge of £130.

### LAUNDRY SERVICES TEMPORARILY UNAVAILABLE

We offer a laundry service in association with a local laundrette. Dry cleaning is also available. Service available Monday – Friday, please contact reception for further details.

### IN ROOM TELEPHONES

All calls charged at 25 pence per unit

Typical charge for a 3 minute call is as follows

Local call	£0.75
National call	£1.25
International call	£1.75
Mobile call	£1.50

### WI-FI ACCESS

The Priory has fibre optic broadband and site wide Wi-Fi coverage

To gain access please select SSID Priory\_Resident and use password provided by reception on check in.

If for any reason you do not have the password or have any difficulty accessing our network please contact reception by dialling `0`.

### IN ROOM HEATING CONTROLS

The radiator in your room is thermostatically controlled. To increase heat turn thermostat to the left, to reduce heat, turn thermostat to the right.

### THE PRIORY CAERLEON'S GREEN INITIATIVE

As part of our green policy the Priory encourages all guests to be conscious of the amount of energy used and to protect our planet's finite natural resources.

We request that you please ensure all electrical equipment and lights in your room are switched off when not in use.

To allow housekeeping to know which towels you require changing please place dirty towels on the floor or in the bathtub.

#### ON SITE BOTTLED WATER

Pure, fresh still and sparkling water is bottled here on site in our very own reusable bottles. This means no food miles and no waste, just another small step as part of our Green Initiative.

Please enjoy this water with our compliments, we do ask that you do not remove bottles from the rooms as they are cleaned and reused.

If bottles are removed a £10 charge per bottle will be applied to your bill. If you would like to purchase a bottle to take with you, they are available from reception for £5.

Thank you for helping us to do our part to save our planet's vital resources.

#### ELECTRIC VEHICLE (EV) CHARGING

Electric vehicles (EV's) are helping us to drive down harmful emissions and are something we fully support. There are a number of EV charging stations at The Priory, all of which are complimentary for our residents to use.

If you would like to charge your vehicle please ask at reception for details.

#### CHECK OUT TIMES

Check out time is 11am

If you wish to have a late check out this will incur an additional charge of £15 per hour and is subject to availability. Please contact reception for more details.

BREAKFAST (RESTAURANT TEMPORARILY CLOSED DUE TO COVID-19 REGULATIONS)

Breakfast is served in our restaurant. On arrival please select a table and a member of staff will ensure you are looked after.

Breakfast service runs:	Monday – Friday	7am – 9am
	Saturday – Sunday (& Bank Holidays)	8am – 10am

OUR RESTAURANT (TEMPORARILY CLOSED DUE TO COVID-19 REGULATIONS)

At The Priory, we believe in doing things a little differently.....

We have such pride in our produce that, we are a little brazen, and we want to show it off at every opportunity! (You can't really blame us!)

We offer you the opportunity to hand pick your choice of fish or cut of meat, which is likely to have been mongered or butchered in house, from our 20ft glass display fridges, which we will then expertly prepare for your enjoyment.

In addition to what is available in our display fridges, we also offer a choice of keenly priced daily specials at lunch and dinner from Monday through to Saturday and a Sunday lunch special to round off the week.

We source as much as possible from local suppliers, combined with a few more exotic items from further afield. We aim to serve food that is generous, relaxed and fun. All suppliers and their ingredients are carefully selected for their quality. We also seek to support British farmers, heritage breeds and artisan producers wherever we can.

When it comes to wine.....Through working closely with our wine partners over many years, we are very fortunate to have amassed an extensive wine cellar of over 200 fine wines from a diverse range of grape varieties and regions, ensuring the perfect match for every palate.

We welcome guests of all ages. To avoid disappointment, please let us know if you have little ones accompanying you and need a high chair as, due to space constraints, we have a limited availability.

If you would like to join us for lunch or dinner, we recommend that you make a reservation due to high demand. This can be done by contacting reception or the restaurant directly.

Copies of sample menus and wine lists are available on request.

**For the enjoyment of our guests, the Priory operates a smart casual dress code at all times.**