



# GRANTLEY HALL

## CORPORATE STATEMENT – POST COVID-19

### STATEMENT OF REFLECTION –

When opening our doors in July 2019 we could have never envisaged that only eight months later, we would be closing our doors again as the world entered into a global pandemic.

The welfare of our team and guests has always been at the forefront of everything that we do, and, like all other businesses both in hospitality and other industries, we followed the government and scientific advice as closely as possible whilst trying to ensure we did not lose the fundamental personality and service levels we strive to provide, across our business.

Grantley Hall implemented a raft of new policies, processes, and procedures to minimise the impact of infection across our teams and to our guests and to ensure we could continue to operate a safe and comfortable environment for any individual visiting the hotel for whatever reason. From the implementation of even more robust cleaning processes, the use of hand sanitiser in all areas, social distancing rules in our restaurants, spa and across the wider estate. Behind the scenes we came up with new ways of working, embraced home working for those who could and introduced working 'bubbles' to keep our teams safe and minimise the impact of track and trace and quarantine rules. Like all businesses we have had to react swiftly to the rapidly changing circumstances around us and deal with the individual anxieties and concerns of both guests and team members.

Many procedures that we have implemented during covid to protect our team and guests will continue. In some places we have found better ways of working, have introduced new technology that is hugely beneficial to the guest experience and understand that a more flexible approach to homeworking for our administration teams is a more productive way of working. We have always had a strong commitment to the environment and our place within it but the past 18 months have strengthened this commitment and we are escalating the various initiatives we are looking at to reduce our consumption of gas and electricity, reduce our usage of single-use plastics and minimise our carbon footprint.





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### BUSINESS IN THE NEW ERA –

#### Cleaning and Sanitisation –

All visitors to the hotel will find increased hand sanitisation facilities, an increase in public area cleaning protocols and a robust audit process to ensure that all new regimes are being implemented. We also make use of a professional steam cleaner that kills all bacteria at a temperature of 70 degrees. This will be predominantly used in the spa wet areas such as changing rooms, showers and floors.

In our bedrooms, all floors will be cleaned with our I-mops using Tersano oxygenated water or with ECOLAB alkaline floor cleaners for all different floor types, each with different brushes. We will continue to use our Ozone generator machine which is a proven disinfectant tool that safely kills both airborne germs and those on hard and soft surfaces where appropriate. ECOLAB products will be used for cleaning and sanitising the room, high touched areas, etc , plus opening doors and windows to allow the room to ventilate as we clean.

An amenities kit will be provided to all residents which includes:

- Facemasks and gloves
- Antibacterial handwash

#### Food and Beverage –

Pre-booking of our restaurants is recommended to ensure that we can accommodate your table.

Breakfast pre-booking time is also recommended so we can manage the flow of people within that area.

Hot breakfast is cooked to order and served at your table. Continental buffet is now available again with hand sanitisation and cleaning of utensils after each use is required.

#### Conferences –

To ensure the continued safety of our guests, enhanced deep cleaning measures and sanitising is in place, along with offering options to host hybrid meeting options.

Meeting layouts supporting physical distancing is recommended and management of delegate flow through the meeting facilities. Delegate and organisers safety is of key importance, and we do recommend individuals have a negative lateral flow test prior to attending meetings.





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Food and beverage services have also been adapted to ensure there are minimal touch points, such as bowl food or served buffets in place of traditional self-service buffets.

Included within our conference and meetings set up, each delegate will receive a personal hand sanitiser, their own glass wear and cups for their refreshments and snacks throughout the meeting day will be served direct to individuals.

### Private Events and Weddings –

Generally, private events and weddings involve guests attending that know each other well and we advise that the organiser clearly communicates to their guests attending that they must ensure they only attend if they are well, without any symptoms. Should any guest be unable to attend your event, please do let your co-ordinator at Grantley Hall know as soon as possible so that amendments to arrangements can be made.

For any event, we do recommend that guests complete a lateral flow test prior to arrival to ensure the safety of your friends, family and our team here at Grantley Hall.

Natural ventilation is possible within almost all of our private dining rooms and event space, the Grantley Suite.

### Guest Safety and Flexibility –

Partnered with The National Tourist Organisations of Great Britain and Northern Ireland, “We’re Good To Go” verification is displayed in recognition that our business has confirmed that we have followed government and industry COVID-19 guidelines, ensuring processes are in place to maintain cleanliness and aid social/physical distancing.

To ensure that our guests enjoy consistently clean and safe stays, our evolved procedures also include:

Reception: Increased sanitisation stations, use of a professional steam cleaner that kills bacteria at a temperature of 70 degrees. All high-touch points receive regular cleaning and disinfectant procedures.

Guest room: All floors will be cleaned with our I-mops using Tersano oxygenated water or with ECOLAB alkaline floor cleaners for all different floor types, each with different brushes.

Increased use of our Ozone generator machine which is a proven disinfectant tool that safely kills both airborne germs and those on hard and soft surfaces.

ECOLAB products will be used for cleaning and sanitising the room, high touched areas, etc, plus opening doors and windows to allow the room to ventilate as we clean.





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An amenities kit will be provided to all residents which includes:

- o Facemasks and gloves
- o Antibacterial handwash

Ensure all laundry is washed at temperatures in excess of 60 degrees which has been proven to kill any trace of the disease.

We will continue to stock our minibars with complimentary soft drinks and our hospitality trays with a range of items for your enjoyment.

We guarantee that all packaged items will have been thoroughly cleaned in between each guest and all crockery and glassware will have been sanitised and replaced between guests -even if it does not appear to have been used.

Food and beverage: Menus will be available to view on our hotel app which guests can download to their mobile phones as well as physical hard copies being available.

For guests wishing to enjoy the delicious menus and extensive wine list in the comfort of their own bedrooms then we are pleased to advise that we will no longer be charging a tray charge for any room service orders. With many of our suites offering dedicated dining areas we would be happy to arrange butler service, for an additional charge, so you can enjoy the full Grantley Hall dining experience in complete privacy.

Grantley Hall is fortunate to be able to offer a selection of private dining rooms for small, private gatherings. When you wish to reconnect with your friends and family, and when government guidelines allow, these facilities will provide perfect, intimate surroundings to celebrate those special occasions we love to share with those close to us.

As always, any guests that have a high temperature or symptoms of Covid-19, they must not visit Grantley Hall until a negative test result is received. All government guidelines surrounding those individuals who are not double vaccinated must be followed and Grantley Hall must be contacted as soon as you know that you are unable to visit.





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### Spa and Wellness -

Guests are still advised to socially distance during use of the Spa and ELITE facilities.

Sanitisation of equipment within the ELITE gym and wellness facility is required after the end of each personal use.

Within our Three Graces Spa, use of a professional steam cleaner that kills all bacteria at a temperature of 70 degrees. This will be predominantly used in the spa wet areas such as changing rooms, showers and floors. Our spa therapists are still required to wear appropriate face coverings during spa treatments

### Accommodation Reservations -

With the continuation of isolation for individuals with covid-19, guest flexibility is key and is now something written into all of our contracts, terms and conditions.

Our "Pandemic" clause ensures that, should guests be unable to stay with us due to receiving a positive covid-19 test result, their stay can be postponed, and any deposits paid will also be postponed. Proof of a positive covid-19 test result is required if amendments and cancellations are within our 72 hour cancellation period.

### Our Team Approach -

PPE will be provided to team members where appropriate.

We encourage all team members who are unwell or have symptoms of Covid-19 to remain at home until a negative test result is received.

For team members who live with someone who has tested positive for Covid-19, they must remain at home until a negative test result is received. For any team members who are not double vaccinated, they must follow the government guidelines of self isolation.

### Products and Offerings -

During the restoration, a plan was put in place to ensure that products throughout were locally sourced. This has continued into the hotel opening, from sourcing food and beverage within a maximum 50 mile radius, with the majority of suppliers located within a 12 mile radius.





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We also have our very own Kitchen Garden which ensure that we can provide the finest Yorkshire produce which are also sustainably sourced.

As part of our food procurement policy, we focus on purchasing items that are delivered in glass containers with a view to reduce our consumption of plastic. We have also created an innovative solution to our food waste, where any excess food is sent to a local recycling plant where it is fermented and used to generate power for the national grid.

### IT MUST BE NOW

Grantley Hall is committed to achieving best practice environmental and social sustainability, that is why we have partnered with It Must Be Now, a strategic partner of EarthCheck, the world's leading benchmarking and certification provider. The EarthCheck Evaluate programme ensures that we credibly measure, report, monitor and improve our economic, environmental, and social practices for a sustainable outcome. The Earth Rating certification is awarded after a rigorous assessment and audit.

### ENVIRONMENTAL FOCUS –

We are committed to reducing our environmental impact and continually improving our environmental performance is an integral part of our business. During the restoration and construction of Grantley Hall, we placed sustainability at the forefront of construction, and we have developed many innovative sustainability solutions to minimise the environmental impacts of our business. Our vision is to create a future legacy for all to enjoy.

Grantley Hall has been designed and created to BREEAM standards – this is the world's leading sustainability assessment method for new buildings, <http://www.breeam.com/>.

Grantley Hall has its own water source, which was discovered during the restoration of the main hall and is approximately 2,000 years old. The water is sourced from a borehole and provides all the water for the hotel, even drinking water.

As well as being the source of water for the hotel, we use an open loop water system to supply all the hotel's hot water and heating. We take great pride in our unique water and heating system that can supply our hotel's peak demand of 950kw with no fossil fuels.

Grantley Hall places the utmost importance on preserving the local environment and ensuring wildlife can flourish within our stunning parkland and gardens.





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From using Bat friendly roofing felt and access slates during our construction to ensure we continue to provide a safe habitat, and low solar lighting throughout the gardens.

The hotel is part of The Skell Valley Project between the National Trust and Nidderdale AONB, which aims to slow water flow along the River Skell. The project will improve the landscape, provide more opportunities for people to enjoy the natural and cultural heritage in the local area, and enable the wildlife to thrive in the Skell Valley.

