

# STAY SAFE WITH MERE

## Welcome back to The Mere.

We have implemented changes across the resort to ensure you feel safe in our resort, and back in the care of our team.



### Arriving at The Mere

- Open and spacious car park
- All guests temperatures screened upon arrival
- Touch-free entrance
- Screen protectors at reception and concierge desks
- Sanitised key cards



### Across the resort

- Enhanced Ecolab cleaning programmes, proven against COVID-19
- Decontamination fogging machines used to disinfect all guest rooms, event space, restaurants and public areas around the resort
- All touch-points have hand soap within easy reach for guests
- Contactless payment across all areas
- Social distancing measurements in place
- Capacity changes in restaurants and event spaces which are sanitised after guest use
- All guests are required to wear face masks in public areas



### In our guest rooms

- Bedrooms sanitised and sealed with a cleaning sticker for new arrivals
- Changing to disposable products
- All rooms complete with sanitised SuitePads which offer a socially distanced in-room dining experience and act as a digital directory to minimise interaction



### In our Health Club & Spa

- Enhanced turnover time for deep cleaning of treatment rooms after every treatment
- Pre-bookings for guests and members for treatments, gym use, classes and swimming pool with reduced offerings
- Health club equipment will be socially distanced and cleaned after every use
- Guests to bring own towels to the gym
- Increased outdoor classes
- Recording all guests data who have used facilities
- Changing rooms to remain closed
- Face masks to be worn for nail treatments



### For meetings and events

- All meeting and event spaces have been adjusted to adhere to social distancing guidelines
- All spaces are controlled with deep cleaning protocols and sanitised regularly
- Food and beverage available with sanitised cutlery
- Decontamination fogging machines used to sanitise spaces daily



### On the golf course

- Safety talk provided to all guests before play
- Socially distanced and capacity controlled
- Golf buggies sanitised after every use using Huwa-San
- Safe non-touch ball retrievers on every flag to stop cross-contamination
- All rakes and ball washers removed



### Team Mere

- Have been trained on infection mitigation and social distancing procedures approved by Acoura Health and Safety Training Executive
- Correct and appropriate PPE provided for all front of house and back of house guest and team protection
- All team members' temperatures screened upon arrival