



Dear Guest,

Welcome to the Marriott Hotel & Country Club at the Lingfield Park Resort. We are delighted to be hosting you throughout your stay. During these times, things are 'a little different to our normal,' but the team are here to make you comfortable and look after you during your stay. Face masks are mandatory in all communal spaces including restaurants and bars unless sat at designated tables. You may be asked for Track & Trace data to be completed multiple times in differing outlets in order we are providing a Covid Secure Environment.

Food & Beverage

To comply with government guidelines, all food and beverage outlets will be operating table service, which may cause delays at peak times. Our team is here to service your needs as efficiently as possible, however we advise on planning for a little longer during peak times.

Breakfast - served between 06:30 – 11:00 weekdays & 07:00 – 11:00 at the weekend. Our peak hours are always between 08:30 – 11:00 so please be advised that there may be a short wait for a table during these times. Due to changes in government guidance this will now be fully served to your tables. Both cooked & continental options are available.

The Cyprium Bar - the Cyprium Bar is open from 12pm until 10pm daily. Lunch is available between 12pm and 4pm and dinner from 5pm to 10pm. Last orders on drinks will be at 9:30pm and the outlet will close at 10pm prompt to comply with government-imposed restrictions. A daily record will be taken of staff, customers and visitors to support the governments test and trace system.

The Cyprium Restaurant - The Cyprium Restaurant is open for Dinner from 5pm until 10pm daily. Last orders will be at 9:15pm and the outlet will close at 10pm prompt to comply with government-imposed restrictions. All reservations will need to be made in advance where possible and a daily record will be taken of staff, customers and visitors to support the governments test and trace system.

Room Service - Our Resort Dining menu of selected favorites can be delivered to your room from 12pm-9:15pm. Please ask for a menu at reception. Tray charges per order will apply.

Payments

The site will be operating as a cashless business. A pre-authorization for additional charges can set up and charging to your room enabled. Contactless payments can be made for up to £45.00. Please note our cash machines will not be in operation at this time.

Fitness Club

The Gym is operating 6:00am to 11:00pm with pre-booking via the hotel reception team due to limited space and capacity of 2 persons operating at hourly intervals. Dependent on demand we may restrict guests to one session per day. Some equipment is out of use to promote social distancing and comply with local law.

Explore Outside - We would also encourage guests to use the public footpaths that edge the golf course to enjoy our countryside location and gain relaxation and leisure time.

Guest Services

I would like to highlight **'At your Service'** available **24 hours** a day. Simply dial '0' from your in-room telephone to reach the Guest Service team. It is our pleasure to assist with any enquiries, requests or room service orders that you may have throughout your stay. **'At your Service'** should also be your first contact in the unlikely event you experience challenges during your time with us.

Smoking - Lingfield Park Marriott Hotel is a smoke free hotel like most hotels now in the UK and smoking/vaping in the room comes with a £150 fine, this will be taken automatically off the Credit/Debit card you provide on check-in, the cost covers deep cleaning of the bedroom. This charge will not be refundable.

Internet - Take advantage of our internet facility which is free for you to use. Simply connect to 'speedway,' then click to connect. There is no password required.

Guest Laundry service is available on Monday for Wednesday, Wednesday for Friday & Friday for Monday.

Newspapers - We are unable to offer guest newspapers presently.

Golf

Our 18-hole championship golf course is open. Golf specific guidelines are being followed at this time. Please visit the reception team or call 01342 831761 to make a booking. The Driving Range is also operational, however on race days we may need to close, please check with the golf hut prior to arrival.

Racedays – Horseracing behind Closed doors

As the hotel is situated within the grounds of the Racecourse, we advise guests that on days when we are running our racing, the fixture is behind closed doors. Some outdoor areas will be restricted and guests are unable to enter the racecourse facilities due to the government measures around our sport at this time. Many of our guests are welcome to request a racecourse view bedroom where they will be able to watch the action for the safety of their bedrooms, balconies and veranda areas.

Cleanliness and Safety – Marriott Hotels' Commitment to Cleanliness

Guest Rooms - In guest rooms, we have elevated our rigorous protocols to thoroughly clean all surfaces with hospital-grade disinfectants. The room is completely reset with fresh guest amenities. There are disinfecting wipes in each room for your use should you wish to use them. Rooms will only be serviced daily unless a Do Not Disturb sign is used.

Hand Sanitizer - Hand sanitizing stations are located at hotel entrances, in our lobby, our elevator banks, and meeting spaces.

Public Spaces - Starting with our public spaces and high-traffic areas, we are going above and beyond our normal protocols. We are cleaning surfaces with increased frequency, dedicated staff, and recommended cleaning agents.

Social Distancing - Signage in public spaces will remind our guests to maintain social distancing. We will be adding partitions at check-in to provide an extra level of precaution for our guests and our associates.

For further information and guidance around our commitment to cleanliness please visit <https://clean.marriott.com/>

We are following government guidance and local law. **Hands > Face > Space.**



Wash your hands

regularly and for 20 seconds.



Wear a face covering

in an indoor setting where social distancing maybe difficult and where you will come into contact with other people.



Stay 2 metres apart

from people you do not live with where possible, or 1 metre with extra precautions in place.

Track & Trace – although we have details on file for you if you are staying within the hotel, we may ask you from time to time to complete the governments Track & Trace again to comply with local laws.

The entire team at the Lingfield Park Marriott Hotel would like to wish you an enjoyable stay.

Kind Regards,



Mr Sam Farmer
General Manager