



WE ARE READY TO WELCOME YOU BACK  
COUNT ON US.

**RAMADA**  
HOTEL & SUITES BY WYNDHAM  
COVENTRY

  
Count on Us™  
to put safety first

WYNDHAM  
HOTELS & RESORTS



## WELCOME TO THE RAMADA HOTEL & SUITES COVENTRY

We are ready to open our doors and we're looking forward to welcoming you. For your peace of mind and everyone's safety, Wyndham Hotels and Resorts developed a programme to ensure our Hotel meets or exceeds all Government and Public Health England guidelines. We will be monitoring all Government advice and guidelines and updating our procedures accordingly. This programme is called **Count on Us to put safety first**, it will be signposted throughout the Hotel on your next visit.

## WE HAVE ELEVATED OUR HEALTH & SAFETY PROTOCOLS

We're committed to the health and safety of our guests and team members, we have taken important steps to demonstrate you can Count on Us whether you're planning to travel now or in the future.

## BEFORE YOU JOIN US



### YOUR PREFERENCES

As part of your booking process, we will explain how social distancing and touch-less service have been implemented in our Hotel and we will make you aware of **Count on Us to put safety first** policies.

We have redesigned our check-in process to minimise the need for contact. We advise you to make payments digitally ahead of your arrival.

We will provide some elements of personal protective equipment to all guests staying in our Hotel.

## WHEN YOU ARRIVE



### PARKING

If you are travelling by car to the hotel, We kindly request you to park your car in the carpark before your check in.



### WELCOMING YOU

Our team will extend a warm welcome upon arrival but will do so with social distancing in mind. **Count on Us to put safety first** sanitising stations will be available as you join us.



### LUGGAGE

To limit contact, we will assume that you would prefer to carry your luggage. If this is not the case, a member of our team wearing single-use gloves will assist you.



### CHECKING IN

Contactless payments and pre-payments will be used wherever possible.



### ACCESSING YOUR ROOM

One way systems and clear **Count on Us to put safety first** signage will guide you through the Hotel and lifts ensure your well being. Our team will be on hand to guide and assist wherever necessary.

## YOUR ROOM



### PREPARING YOUR ROOM

Before you arrive, our housekeeping team will clean and sanitise your room. All high-touch points will be cleaned using alcohol-based sanitisers. Personal Protective Equipment is worn by our housekeeping team and your room will be sealed once it is cleaned and sanitised ready for your arrival.



### YOUR SPACE

Once you are in your room, it is your personal space. Our team will not enter without your expressed permission. If you wish, we will clean your room on request during Housekeeping Hours. Housekeeping service is optional and at your discretion and we will ask you to opt in During Check in.



### A SEAL OF APPROVAL

For peace of mind, any in-room amenities and bathroom amenities are safe to use due to our cleaning policy where we allow 72 hrs in between a check out and a new check in to the room. Some things that you would expect to see will now be delivered on request. magazines will be available but won't be left in your room as a matter of course.



### SCREEN TIME

In order to remove all printed material from your room, all essential information will be easily available through your TV.

## BEYOND YOUR ROOM.



### BEING HOSPITABLE

Our team will be on hand to welcome you and look after you during your stay and will always observe social distancing practices when doing so. For your safety and peace of mind, our team will wear face masks where appropriate.



### PUBLIC SPACES

When you move around the Hotel, you will notice that seating has been arranged to allow social distancing. You will also notice that our Hotel is just as immaculate as usual but **Count on Us to put safety first** signage will highlight high-touch areas that are frequently sanitised along with schedules for doing so and products used. You are more likely to see cleaning in progress due to its frequency.



### HAND SANITISERS

There are **Count on Us to put safety first** hand sanitising stations for you to use at convenient locations throughout the Hotel.



### KEEPING CLEAN

When you do wish to interact with a member of our team, any exchange will be followed by a cleaning and sanitisation of any surfaces and materials used. As a matter of course, our team will clean and sanitise reception and work areas every 30 minutes.

## EATING AND DRINKING



### RESTAURANT AND BAR

We have arranged our restaurant and bar to allow for social distancing as well as the recommended minimum distances between guests and service areas.

If you would like to dine with us, we will ask you to make a reservation in advance so that we can minimise your waiting time and ensure that you can be accommodated. As a Hotel guest, you will be given priority access to our restaurant and bar at all times.

Table service will be available at all times of day including breakfast. Buffets are no longer offered.



### MENUS

Once seated at your table, menus will be presented safely and hygienically. These may include single-use printed menus.



### ROOM SERVICE

As always, room service will be available at all times but now with contactless service. When your order is ready, we will deliver it and place it on a stand outside your door, knock and step back allowing you to enjoy your food without the need for a member of our team to enter your room.



### FOOD PREPARATION

Where it's appropriate, we will offer you individually packaged single serving options available to you throughout the day. Fresh food will continue to be prepared in our kitchens on a daily basis and in a regularly cleaned and sanitised environment. Appropriate personal protective equipment will be worn by all service and kitchen team members.

When seated at a table, you will be attended to by one member of our team from start to finish.

### STAY IN TOUCH

If you have any questions about our [Count on Us to put safety first](#) programme or would like more information before booking a stay, please get in touch.

T: 02476 238110

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For all enquiries, please contact our dedicated  
and personable team today:

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COVENTRY

 **Coventry**  
A CITY OF CULTURE  
2021 CLUB MEMBER  
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