



Peterstone

COURT

Escape with Confidence!

Dear Friends,

After months of closure and many more months of uncertainty, we are absolutely delighted to welcome you to Peterstone Court.

Please could you take a few moments to have a read of this letter.

'No Stone Unturned'

We have reviewed all that we do, and our commitment is to keep you safe whilst allowing you to relax, unwind and confidently enjoy your visit.

We hope you thoroughly enjoy a taste of the world on our doorstep, savour a toast to our new horizon, and all the while enjoy the best of Welsh hospitality from our team.

Our fantastic housekeeping team have cleaned your room with extra care and will be the friendly faces you pass by, continuously cleaning high touchpoints in the main areas of the hotel.

'Laid Back Luxury'

'In room' – we won't make a fuss and will let you settle in – we're always at the end of the phone if you need anything.

Should we get to enjoy your company for more than just one evening, please notify our reception team of any room replenishments, and we'll get straight to work once you've vacated for the day.

We ask that you pre-book your preferred time for dinner and breakfast, completing our breakfast pre-order sheet; placing these outside your door before retreating for the night.

'Room Service'

Room service will be provided at no extra cost; service is restricted to delivery to your bedroom door.

Inside your room is an information pack with the current menus, spa, and wine tariff – rest assured these are replenished after each departure.

All we ask is that you kindly place all trays outside of your door after each use.

'Play your part.'

We firmly believe this needs to be a joint effort, so we ask you, please, to play your part in keeping everyone safe; In return, we will be doing the same for you.

This is new territory for us too! We kindly ask for your patience with our team during your visit whilst we all get used to the new ways of doing things once again.

Face coverings will be mandatory within the house; masks will be available at reception if you require one.

Hand sanitiser will be available throughout the house, and we ask that you please use these, especially before entering our public areas.

We hope you will join us downstairs for a tittle and a chat; as indoor facilities remain closed in Wales, we welcome you to take a seat on our terrace, and we have even set up a new Country garden marquee restaurant, just for you. As you are here to relax, our team will bring everything to you once seated.

Please do not go to the bar for service; we will come to you – I know it will take some getting used to !!

We ask that everyone respects the 2m social distancing guidance, not because we don't love you... but because we do!

If you have any questions or concerns, please just as a member of our team.

We hope you thoroughly enjoy your stay.

Thank You

Bradley & the Peterstone team.