



Woodlands Lodge

New Forest Hotel



T: 02380 292257
E: reception@woodlands-lodge.co.uk
W: www.woodlands-lodge.co.uk

Woodlands Lodge Hotel
Bartley Road
Woodlands
Southampton
Hampshire
SO40 7GN

Covid policy – Living with Covid-19

The Government has now removed all Covid-19 restrictions. However, as a small business we have retained many of our Covid policies, despite declining cases in order to keep our guests and staff safe.

Wear a face covering

It is personal preference if you or our staff wish to wear a face covering. If you would like our staff to wear a face covering whilst serving you, please just ask and we will be happy to put on a mask.

Wash your hands

Please sanitize your hands upon entering the building and regularly during your time with us. We have sanitizer stations at our entrance, stairs, and restaurant.

If you feel ill

If you feel ill or one of the below please do not visit the hotel

- Believe you may be infected with COVID-19
- Have experienced symptoms and awaiting PCR test results
- Been in close proximity to anyone who has had symptoms in the last 10 days
- Have been told to self isolate

We have a 48 hr cancellation policy for accommodation bookings, and 1 month cancellation policy for Christmas and New Years Eve events. If you are unable to attend due to a Covid reason, within this cancellation period your balance will be held on account for a future stay at the hotel.

If the government introduces a full national lockdown a full refund will be given.

Other ways we hope to maintain a safe hotel

- Additional cleaning schedule for the public areas
- Daily cleaning of keys
- Additional hand sanitizers available around the hotel for staff and guests
- Additional hand washing signs in the rooms and around the hotel
- Check in is 3pm to allow additional room cleaning



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- Optional housekeeping for stay's- to minimize contact
- Optional on-line check in – to avoid crowding in the reception at busy times
- Online check out also used
- PPE available for staff, and training on how and when it's to be used given
- Staff are aware of the procedure if they are unwell, or a member of their family is unwell and to self-isolate
- If you are feeling unwell with covid-19 symptoms, please do not come we will reschedule your booking
- Reservations taken for dinner, lunch and afternoon tea
- There is thoughtful spacing between tables
- Outdoor dining available for all meals
- Room service available by reservation
- Picnic style breakfast available to the room – reservation required
- Picnic lunches also available – please reserve at the reception
- The a la carte menu has been amended to ensure safe working in the kitchen
- If you are taken ill during your stay at Woodlands Lodge with Covid-19 symptoms, you will need to return home immediately if safe to do so. It is not possible to self isolate at the hotel and if you are unable to safely return home we will contact our local health care provider for guidance. (Please note this can involve additional costs to the guest)
- We shall endeavor to maintain good ventilation at the hotel.