

Guest Letter Covid19

Dear Guest,

Thank you for your recent booking, we are delighted that the Trident Hotel will be reopening for business on Monday 29th June and we look forward to welcoming you.

The past few months have been a very difficult period for everybody and we are happy that we can now take our initial steps back towards our new ‘normal’ as the government has brought forward the opening date for hotels, restaurants and cafes. Under the guidelines for reopening we will have certain requirements and restrictions initially.

The 2m distancing rule is still in place where possible, buffets will not be permitted so our breakfast buffet will be served to our guests by a staff member and the guests requested to remain seated. The hot, cooked to order, breakfasts will be served from the kitchen as normal.

Currently the rule on the reopening of bars has not as yet been lifted so we will not be permitted to operate our bars other than while guests are having a substantial meal. If guests would like to have a drink from the bar we can arrange for it to be served in a suitable area.

Our staff are gradually returning to work having attended additional training and induction courses and the entire hotel is being cleaned and sanitised in preparation for the return of our guests. Every effort is being made to ensure that our guests enjoy their stay in the Trident while still adhering to the Covid19 requirements making certain their safety and the safety of our staff is paramount.

At busy periods and peak times bookings may be required for breakfast and dinner to ensure that social distancing can be maintained. Bookings will also be required for the use of the leisure facilities in our sister hotel Acton’s.

If you have any queries please make contact with our reservations team and they will try to help you. As I am sure you will appreciate this is a new departure for us all but we will make sure that the traditional Trident welcome will remain.

With every good wish,

Yours faithfully,

Hal McElroy
General Manager