

WELCOME BACK

**THE CHAIRMAN, COMMITTEE & STAFF ARE DELIGHTED TO
CONFIRM THAT THE RESORT WILL REOPEN AT MIDDAY
ON MONDAY 12TH APRIL 2021**

REGENCY VILLAS OWNERS CLUB NEW PROCEDURES - COVID 19

As with all hospitality companies and in keeping with Government legislation, it has been necessary to make changes and adapt the Club to the new “normal” along with a duty of care to protect the members and staff. Unfortunately in doing this some of the facilities we are used to providing are no longer permitted. We are looking forward to a time when we can reinstate these but at this moment, like all hospitality venues, we are unable to do so.

CHECK-IN PROCEDURES

- **Please do not travel to the resort if you are ill or displaying symptoms of COVID 19 as you will be refused occupation.**
- The gates to the resort will be locked until 4.00 p.m. on the day of arrival allowing time for all housekeeping staff to vacate the resort.
- Members are asked to maintain social distancing in the car park and throughout the resort.
- Only one person, per villa, at any one time may occupy the reception desk area.
- The on-site laundry room is no longer available.
- Only credit or debit card payments can be accepted at reception – staff gratuities can be added to the final bill.
- Luggage trollies (with sanitizer for cleaning handles) will be available for use by members.

HOUSEKEEPING PROCEDURES

- Newspapers and tourist information are no longer available.
- Complimentary tea/coffee/sugar/salt/pepper is no longer available.
- There is a reduction in the kitchen utensils and soft furnishings provided.
- Games, books and DVD's are no longer available.
- On departure, all residents are required to strip used beds and **place in the bath** along with any dirty towels and kitchen linen.
- There are no ‘mid-week’ or ‘stay-on’ cleans. Clean linen will be given to members who occupy a two-week stay.
- Housekeeping and maintenance issues are to be reported internally via telephone to the office during opening hours (ext no: 0). Due to the hospitality restrictions there will be no point of contact at the reception desk during the week.

- Toilet rolls and a kitchen roll will be provided in all villas on arrival but no replenishments will be available during your stay.
- No travel cots/highchairs will be available.
- **Please ensure all patio doors are locked upon departure.**

LEISURE FACILITIES AVAILABLE

- Broome Park Hotel bar & restaurant are open via outdoor dining only until the 17th May 2021. Pre-booking is essential please telephone: 01227 831701
- Tennis Courts are open. Please pre-book by telephone on: 01227 831701
- Squash Courts are open. Please pre-book by telephone on: 01227 831701
- Swimming Pool is open. Please pre-book by telephone on: 01227 831701
- Pro-Shop is open & Golf Course is open. Owners may wish to pre-book 3 tee-off times before arrival by telephone on: 01227 831126