



No12 Hotel & Bistro Clean & Protect - our new enhanced hygiene promise

The safety and wellbeing of our guests and teams has always been incredibly important to us and everyone in our hotel should rightly expect a safe, clean and protected environment. The coronavirus crisis has brought this into sharp focus, which is why we have launched a new rigorous, daily cleaning regime across our hotel. It's our enhanced hygiene promise that we call No12 Hotel & Bistro Clean & Protect.

Here's what we're doing to keep you and our teams safe:

Checking-in and social distancing

Minimising contact and increasing protection at reception with Perspex screens, keeping social distancing measures in place and dispense hand sanitiser stations are available in public areas.

Hygiene and anti-viricidal sanitising spray

More frequent cleaning of high-touch areas, such as reception, door handles and handrails with disinfectants to the European standard of EN14476, effective against Coronavirus. In the bedroom, we're paying special attention to cleaning TV remotes, door handles and desks.

Bed linen and walk-in showers

Laundering all linen at over 60 degrees, with disinfectant detergent so you can enjoy a safe and great night's sleep. We've also removed all extra pillows and we're disinfecting all our showers after every stay.

Protective equipment for our teams

To protect our team members, we've provided them with PPE equipment including gloves, aprons and hand sanitiser. Whilst there is no government guidance on the need to wear face masks in a hotel setting, all our teams have been provided with face masks and advised they must wear them.

Private Car park

Our private car park has been transformed into a temporary beer garden. Back in May, we had to make a decision to try and recover the business from the effects of COVID-19.

If you are travelling by car- there is on street parking. There is also a public car park at the rear of the hotel, where there are no parking restrictions in terms of times and parking charges.