

# Wilson Carlile Centre

conferencing & accommodation in the heart of Sheffield



## Guest Information

At Wilson Carlile Centre the safety and wellbeing of both staff & guests is extremely important to us. To ensure we keep everyone safe we are carrying out a detailed cleaning regime across our main building & accommodation.



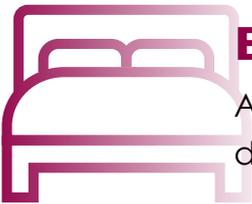
## Checking In

Minimising contact at reception with social distancing measures in place, Perspex screens at reception and hand sanitiser available in public areas.



## Hygiene

Frequent cleaning of high touch points in public areas and bedrooms. To minimise contact housekeeping teams will not enter bedrooms during your stay.



## Bed Linen & Towels

All our laundry is being washed at over 60 degrees with disinfectant detergent.



## Protective Equipment for Teams

Whilst there are no government guidelines on the need for wearing face masks in a hotel setting we have provided these for our team members should they wish to use these along with all other PPE equipment.



## Check Out

Contact free check out so you can post your key in the post box outside the main reception, the keys will be disinfected prior to reuse.

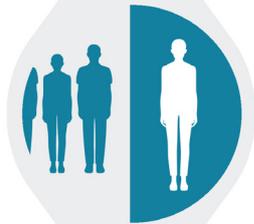
To minimise contact our house keepers will not enter your room during your stay unless you are staying for more than 7 nights. If you require any additional towels or tea/coffee please ask a member of staff.

Unfortunately we are unable to store luggage for guests at this time

## If I am unwell, what should I do?



Do not go to a GP surgery, pharmacy or hospital



If you have a 'new continuous' cough or high temperature you should self-isolate for 7 days and visit [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus) for help



Anyone living with someone who has symptoms should stay at home for 14 days, in case symptoms develop



If symptoms worsen – use online 111 coronavirus service at [111.nhs.uk](https://www.111.nhs.uk)



The service will give you advice on what to do next

Notify reception by phone on 0114 2787020 or 07825 095386 and give them your name & room number, also make them aware of any advice you have been given from calling 111. If possible return to your own accommodation to complete self-isolating.

We can't enter your room however we can leave fresh linen outside your room and provide you with bin bags for the dirty linen, we would ask that you keep this in your room until check out.

If you need to isolate after contacting 111 please arrange for any food or supplies to be delivered to reception, we will then leave these outside your room for you, packaging must remain in your room until check out