



INTERSTATE  
HOTELS | RESORTS

# SAFE SPACES

Interstate Hotels & Resorts are taking as many steps as possible to ensure the safety of our guests and team members, so you can visit our hotels with peace of mind.



*All information is subject to change in line with government guidance.*



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## About us

Whether you are travelling to Newcastle for business or pleasure, we have an excellent range of facilities at Crowne Plaza Newcastle! Our hotel is located in the heart of Newcastle city centre and boasts 251 bedrooms, including accessible and family rooms, and nine purpose-built meeting rooms.

## Your questions, answered

We have taken extra steps to keep our guests and teams safe, and we will be evolving our new safety measures in line with government guidance - scroll to the next page to find out more.

We can also facilitate full risk assessments at your request - simply ask our team for more information.

## Get in touch

If you have any questions, please don't hesitate to get in touch:

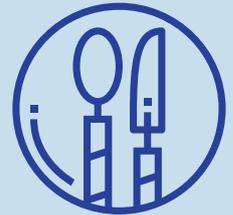
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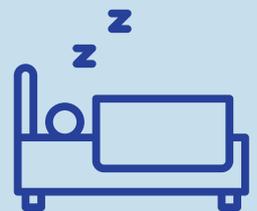
**Competitive packages**



**Tasty food & drink options**



**Exceptional customer service**



**Comfortable rooms**



**Exclusive business rates**

**FIND OUT MORE**



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## What does the check-in/check-out process entail?

- The guest is welcomed by the receptionist from behind the protective screen or with a face covering.
- We are operating a "minimal cash policy" and will present a sanitised PDQ machine to complete a card pre-authorisation should the guest wish to settle their own bill on departure or if they wish to bill back incidental items to their room.
- If a paper invoice is required, the receptionist, with sanitised hands, will print the invoice and place it on the desk before stepping back to allow the guest to collect the item.
- The PDQ and desk area will be sanitised before and after each use.

## How are room keys cleaned and distributed?

- On departure, guests will be asked to place their used keycards into a date-stamped open container on the reception desk.
- At the end of the day the container with the used keycards is removed and stored in a safe location for 4 days as the World Health Organization advises that COVID-19 can only survive for up to 72 hours on plastic.
- Once the keycards have been left untouched for 4 days the reception team will sanitise each keycard individually before they are re-used.

## What are the luggage policies and procedures?

- Guests are required to handle and store their own luggage within the luggage room.
- Reception will provide the guest with a luggage ticket per item and ask the guest to attach to their own luggage while retaining the tear section for collection.
- Social distancing to be maintained on entrance to luggage room and all touch points to be sanitised when exiting.



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## What steps are you taking to look after the safety of your guests in public areas?



Hand sanitising units are available outside the hotel entrance, in the lobby, lounge, restaurant, meeting rooms and on every floor by the lifts.



Use of globally recognised chemicals by Ecolab.



Increased frequency of cleaning in public areas including touchpoints such as lift controls, door handles and soap dispensers, etc.



All hotel team members will be wearing face coverings or shields.



All guests are required to wear a face covering in all public areas of the hotel - guests are not required to wear a face covering when eating or drinking within the hotel, however a face covering should be worn to and from the table.



Social distancing: the hotel has reminder signage outside the entrance and throughout public areas. Floor markers are in place to assist with social distancing and staff will also be available to offer reminders.



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## What steps are you taking to look after the safety of your guests in your bedrooms?

Our hotel uses a professional outsourced cleaning organisation that specialises in hotels. To minimise risk and enhance safety for all guests, we have evolved our cleaning and sanitisation protocol. The enhanced measures, which have been vetted by industry experts, includes:



Increased time allotted for room cleaning to enable a deeper level of cleaning between guests.



Disinfection of all touch points within bedrooms & a 'one cloth per room' policy, meaning a new/fresh cleaning cloth in every room.



A 6-stage checklist outlining the processes required to service a room is used to maintain consistency.



Once cleaning is completed, a final certification is placed on the exterior door seal to confirm the room has been fully cleaned and should not be entered by anyone other than the next guest due to stay.

## Will my room be cleaned during my stay?

- Room cleaning is currently available by guest request only and will follow the earlier 6-step process. Guests can opt out of housekeeping or room cleaning during their stay.
- Should guests require any additional supplies during their stay these can be requested from our reception team.



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## What food and beverage options are available?

### Room Service

- Room service is provided with china and cutlery. Room service charge is automatically added to guests rooms to reduce contact.
- Food will be delivered to outside the guests' door with the guest notified by a knock on their door and "room service" callout

### Restaurant/Common Eating Area

- The restaurant is still closed. Food and drinks are served in The Gin Bar. The Gin Bar layout has been reconfigured in line with government guidance to allow for social distancing when dining.
- A one-way system for moving around The Gin Bar is encouraged
- Total covers are closely managed at all times to ensure the ability for all guests and staff to social distance
- Room service and The Gin Bar are both using QR codes for the menus to reduce contact whilst remaining environmentally friendly and reducing the use of paper
- The Gin Bar host will keep the number of interactions to a minimum by taking all dining courses and drinks orders, where possible, at one time
- Drinks are served to the table, bar service is not available
- Breakfast is plated in Hawthorns Restaurant where all layout is socially distance. Tables are sanitised properly after each guests. Number of covers are also monitored.
- All guests are required to provide contact details for NHS test and trace.



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## Meeting Organiser Responsibility Contract

As the meeting organiser you are responsible to ensure that your delegates follow the “Safe Distancing Policy” set out by the hotel. Your responsibility is to share this information with your attendees and ensure that the policy is adhered to whilst in the meeting room, breakout space, walking through and around the hotel grounds.

- Any delegates showing COVID-19 symptoms MUST be asked to leave the premises with transport arranged by the meeting organiser if required and the hotel informed immediately.
- All delegates must follow the Safe Distancing Policy Guide of 2-Meters when in the meeting room, walking to and from their meeting room, and whilst in breakout areas.
- Please show and explain the IHR Housekeeping PowerPoint to your delegate
- Delegates must follow the Lift Safe Distancing Notices when using the lifts.
- Delegates must follow Toilets Safe Distancing Notices, with no more than two delegates using the toilets at once.
- Delegates must follow the Smoking Safe Distancing Notices when using the external smoking area and ensure their hands are washed and sanitised upon re-entering the hotel.
- We ask that any guest speakers or meeting visitors, report to reception upon arrival, ensuring that their hands are washed and sanitised immediately upon entering the hotel.
- Please complete pre-order lunch sheets before the first break, using the sheet provided via email. Completed sheets should be emailed back to the on-day contact to support contactless communication.
- Breaks and lunch will be as per the Booking Event Order, unless advised in advance via the agreed contact number
- Delegates must follow the 2m Distancing guidelines when socialising in the meeting breakout areas. Delegates are asked to leave the meeting room in small staggered groups of no more than 3 people ensuring safe distancing, as this will support the hot beverage dispense / lunch service.
- Fire evacuation procedures are to be followed, ensuring that the 2m Distancing applies when evacuating and at the assembly point.

We appreciate your support and co-operation. The safety of our teams and guests is our number one priority, by working together we will keep everyone safe.

By signing this document, you are agreeing to the Safe Distancing Policy set out and understand your responsibilities.

Meeting Organiser Name: \_\_\_\_\_ Date: \_\_\_\_\_

Meeting Organiser Signature: \_\_\_\_\_



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## Meeting Rooms Capacity

MEETING ROOM CAPACITY REVIEW REGISTER														
Meeting Room Name:	BOARDROOM			U-SHAPE		THEATRE			EXAM ROOM			CABARET		
	Current Capacity:	COVID 2m Capacity:	COVID 1m Capacity:	Current Capacity:	COVID 1m Capacity:	Current Capacity:	COVID 2m Capacity:	COVID 1m Capacity:	Current Capacity:	COVID2m Capacity:	COVID 1m Capacity:	Current Capacity:	COVID 2m Capacity:	COVID 1m Capacity:
Stephenson Suite	80	20	28	40	30	450	68	120	250	50	90	300	60	100
Northumbria	34	11	15	38	18	100	18	35	30	18	24	80	18	30
Rocket	34	11	15	38	18	100	18	35	30	18	24	80	18	30
Inivcta	20	8	11	18	14	50	10	25	24	10	16	40	12	20
Loco 1	24	8	11	24	14	60	8	25	18	8	16	40	12	20
Loco 2	24	8	11	24	14	60	8	25	18	8	16	40	12	20
Loco 3	15	4	8	10	6	20	4	10	8	4	4	20	4	5
Loco	62	20	30	42	32	170	29	60	54	20	36	110	30	50
Plannet	20	7	10	18	13	50	9	25	20	9	16	40	12	20
Victory	15	4	8	10	6	20	4	10	8	4	4	20	4	5