



We are delighted to welcome you to the Wolfscastle Country Hotel. Our Restaurant/Brasserie is open, pre-booking recommended.

Our Beauty & Wellness Spa, is open for limited appointments pre-booking essential. The Sauna cannot open at this time, the jacuzzi is available as part of the treatment package.

We have implemented several new policies to ensure, as far as possible, the safety of our guests and staff.

All staff have been trained in updated hygiene practices and will be wearing appropriate PPE.

We have removed all non-essential items from the bedrooms such as cushions and information packs (please ask reception for information and we will advise you if we can)

Hand sanitisers and wipes for the switches and remote control will be available in the bedrooms and we can provide protective face coverings if you require, as face coverings are to be worn in all public areas of the hotel.

All rooms will be deep cleaned after every stay housekeeping will not enter your room during your stay. If you wish to have clean towels please deposit your used towels outside your bedroom door in the morning & housekeeping replace them with fresh towels. Please ask reception if you require extra, teas, coffees etc during your stay.

Pre- arrival

Guests will be asked to complete the registration form and declare their good health and absence of symptoms of the Coronavirus as a condition of their visit. This will be sent out the day prior to arrival.

On Arrival

- Please use the hand sanitisers provided when entering the hotel, and throughout your stay
- Please keep 2 metres apart and give way in corridors and on stairs.
- Please tell reception on check-in what beverages you would like for your room (type of tea/coffee, sugar etc.).
- Dinner and breakfast times are to be given to reception on check-in
- If you wish your charges to be made to a card other than the card used when booking please give the card details on arrival
- We would normally take you to your room but until further notice we will give you the directions, should you require help with your bags please leave them at reception and someone will take them to your room.

Thank you for your co-operation during these difficult times. We look forward to offering you a very Warm Welsh Welcome to this beautiful part of Wales

Andrew Stirling

(Welsh General Manger of the Year)