

Dear Guest,

Welcome to the Angel and thanks for choosing us. We sincerely hope that you, your family, friends, and colleagues have stayed safe during these difficult times. As we try to return to normality, we hope that you are looking forward to enjoying our food, drink, and Northumbrian hospitality.

For us, safety comes first, so we have put everything in place to ensure our team remain safe and that we provide an exceptionally clean and safe environment for you as well, so you can simply relax and have a nice time. We have some strict guidelines to adhere to and we hope that you support us in following our guest and visitor requirements too.

Your room has been fully cleaned following strict hygiene guidelines and we have over-delivered by fumigating your room with safe cleaning products, to assure you that this room is free from viruses.

If you wish to dine with us, we encourage you to book a table through our website, to secure availability and avoid queueing. Please note that the bar and restaurant's opening and services hours have changed; you can find more details in your Guest Welcome Package (emailed to you before arrival) or on our website.

Alternatively, you can order room service through our App or mobile-friendly website as well, and it will be prepared and delivered safely to your room. We will knock on your door and depart leaving you to enjoy a dining experience in the comfort of your room. Please leave the tray outside your room and we will collect it.

We have reduced our breakfast service times to allow us to thoroughly clean the dining area before and after service. Therefore, breakfast is served 7.30 am until 9.00 am Monday to Friday, and 8.00 am until 9.30 pm on Saturday and Sunday. We apologise if these service times do not meet your arrangements however, it is part of our safe operating policy.

We kindly ask you to wear a face covering at all times within our premises, except when you are seated at a table to eat or drink. If you are staying 2 or more nights, please advise our staff at breakfast if you wish our housekeeper to clean your room during your stay or if you need fresh towels, otherwise your room will not be serviced.

Should you need anything at all or have any concerns then please speak to our Duty Manager or call 01434 632119.

We hope you enjoy the Northumberland beauty and your stay with us.

Thank you.

The Angel Team.

