

CORONAFEIRWS

Er mwyn cadw at reolau'r ymdrech yn erbyn COVID-19, mabwysiadwyd mesurau hanfodol i gadw ein hymwelwyr a'n staff yn ddiogel. Dilynwch yr arwyddion cyfeiriadol, defnyddiwch y pwyntiau glanweithdra dwylo a chadwch at ochr dde'r llwybrau os gwelwch yn dda. Caewyd rhai adnoddau lle nad oedd modd cadw'r pellter cymdeithasol statudol: y Gromen, Sioe Glyweled, Trên y Gwylt, y Ganolfan Groeso, Pot Jam (aed â'r stoc i Siop Rhif 6), Siop y Ddraig Aur (stoc yn Siop y Llong) a'r Caffi Glas. Gofynnwn ichi ddefnyddio cerdyn talu digyffwrdd lle bo modd. Mwynhewch a chadwch yn ddiogel.

Mae Portmeirion yn ar agor ac yn croesawu gwsteion yn unol â'r arfer. Fel mae sefyllfa Coronavirus (COVID-19) yn datblygu, rydym yn gwneud popeth o fewn ein gallu i sicrhau iechyd a diogelwch ein holl ymwelwyr.

Mae Portmeirion yn rhoi blaenoriaeth i iechyd a lles ein gwsteion a'n gweithwyr. Rydym yn monitro achosion Coronavirus (COVID-19), datblygiadau cyfredol a'r datganiadau gan Sefydliad Iechyd y Byd (WHO) yn ogystal â dilyn cyngor diweddaraf Llywodraeth y DU, Llywodraeth Cymru ac Iechyd Cyhoeddus Cymru.

Rydym wedi gweithredu nifer o fesurau rhagofalus, yn unol â'r cyngor cyfredol:

Darparu diheintyddion dwylo mewn manau cyhoeddus, yn ychwanegol at y glanhawyr dwylo sydd yn y toiledau a'r ystafelloedd ymolchi

Mae ein lleoedd cyhoeddus a'n cyfleusterau glanweithiol yn cael eu glanhau a'u diheintio yn rheolaidd

Mae protocolau gweithredol, gan gynnwys salwch staff a pholisi teithio, wedi'u tynhau yn unol â'r cyngor meddygol diweddaraf

Mae ein ceginau a'n bwytai yn parhau i weithredu gyda'r safonau hylendid uchaf. Mae gan bob un o'n ceginau Raddau Hylendid Bwyd 5 seren ac rydym yn cynnal safonau hylendid uchel yn yr amgylchedd bwyd.

Mae trefniadau glanhau dwys yn eu lle i'r holl bwyntiau cyffwrdd allweddol gan ddefnyddio cynhyrchion addas.

Rydym yn parhau i fonitro cyngor ac argymhellion Llywodraeth y DU a'r awdurdodau iechyd, a byddwn yn gweithredu ar fyrder unrhyw gyfarwyddiadau newydd. Os oes gennych unrhyw ymholiadau neu os oes angen rhagor o wybodaeth amoch, cysylltwch â'n tîm ymateb ymroddedig ar post@portmeirion.cymru

CORONAVIRUS

To ensure compliance with regulations to control COVID-19, we have implemented essential measures to keep our visitors and staff safe. Please follow directional signs, please use the hand sanitisation points and keep to the right on pathways. We have closed several enclosed facilities that could not accommodate social distancing requirements: the Dome, Audio-Visual, Woodland Train, Welcome Centre, Pot Jam shop (stock relocated to Shop No. 6), Golden Dragon (stock relocated to Ship Shop) and Caffi Glas. Please use contactless payment wherever possible. Enjoy your visit and please stay safe.

Portmeirion remains open to welcome our guests and, as the situation around Coronavirus (COVID-19) continues to evolve, we are doing all we can to ensure the health and safety of all our visitors.

Portmeirion takes the health and well-being of our guests and employees extremely seriously. We are closely monitoring current developments and all statements from the World Health Organisation (WHO) as well as following latest UK Government, Welsh Government and Public Health Wales advice.

We have implemented a number of precautionary measures, in line with current advice:

Hand disinfectors are provided in public spaces, bars and restaurants, in addition to the hand sanitation already installed in all toilets and washrooms

Our public spaces and sanitary facilities are cleaned and disinfected on a frequent basis

Operational protocols, including staff illness and travel policy, have been tightened in line with the latest medical advice

Our kitchens and restaurants continue to operate with the highest standards of hygiene. All of our kitchens have 5 star Food Hygiene Ratings and we maintain high standards of hygiene in the food environment.

We are maintaining enhanced cleaning of all key guest touchpoints using suitable products.

We continue to monitor the advice and recommendations of the UK Government and the health authorities, and we will implement all appropriate new instructions as a matter of urgency. If you have any queries or require further information please contact our dedicated response team on info@portmeirion.wales

MESURAU DIOGELWCH GWESTY

HOTEL SAFETY MEASURES

Mae Portmeirion yn cydymffurfio â chanllawiau Covid-19 llywodraeth Cymru. Cynhaliwyd asesiadau risg â hyfforddiant staff ar arferion gwaith diogel. Gwneir gwiriadau tymheredd ar ein staff bob dydd.

Rydym wedi ail-drefnu manau cyhoeddus i alluogi cymdeithasu diogel, gyda arwyddion, sgriniau rhwng byrddau ac ati. Mae niwlwyr gwrth-firaol ar waith i buro'r ystafelloedd cyhoeddus. Ceir safleoedd glanhau dwylo mewn manau cyhoeddus.

Mae ein tîm cadw tŷ wedi rhoi glanhad gwrth-facteriol i bob pwynt cyswllt gan gynnwys teclyn y teledu er mwyn difa bacteria a firysau. Yn ogystal mae eich llety wedi cael ei chwistrellu â niwl diheintio cyn ichi gyrraedd i sicrhau nad oes arlliw o facteria na firysau. Mae'n ddrwg gennym fod hyn wedi golygu gohirio cofrestru o 3 tan 5 o'r gloch; gwerthfawrognwch eich amynedd yn hyn o beth.

Gofynnwn i westeion gadw byrddau ymlaen llaw ar gyfer brecwast a swper a chadw at y cyfyngiad amser er mwyn rhoi amser inni newid llieiniau byrddau a diheintio dodrefn wrth hilio'r byrddau. Cyfyngwyd ar nifer y byrddau i roi pellter addas ac felly mae angen hilio'r byrddau'n amlach. Defnyddiwn fwydlenni a thafllenni tafladwy ac ailgylchadwy ac mae croeso i chi gadw rhain.

Bydd ein staff gweini yn golchi dwylo yn gyson yn hytrach na gwisgo menig. Gall menig fod yn addas o ran arfer hylendid da, ond ni ddylid eu hystyried yn ddewis gwell na threfn drylwyr o olchi dwylo. Mae COVID-19 yn gallu heintio menig tafladwy yn ogystal â chroen dwylo.

Rydym wedi rhoi gwydrau tafladwy, ailgylchadwy yn y llofft, wedi'u lapio'n lân. Os ydyn nhw o unrhyw ddefnydd i chi ar gyfer picnic, croeso i chi fynd â nhw.

Dim ond ar eich cais y gwasanaethir eich llety ac ni ddaw staff i mewn oni bai eich bod yn gofyn am wasanaeth. I drefnu gwasanaeth cadw tŷ, gofynnwch i staff y ddesg croeso ar eich noson gyntaf. I gael tyweli glân ffoniwch y Ddesg Croeso ac mi ceuwch nhw mewn bag wedi'i selio y tu mewn i'ch drws. Os hoffech ragor o hylifau ymolchi a sebon gofynnwch i'r Ddesg Croeso.

Gwaetha'r modd ni allwn gynnig gwasanaeth bwyd yn y llofftidd ar hyn o bryd ond mi allwn gynnig diodydd a gwinoedd. Gweler y rhestr diodydd drosodd.

Hyrwyddir pellter cymdeithasol ym Mhortmeirion gan gynnwys argymell cofrestru ar-lein a thalu digyffwrdd fel dewisiadau.

Diolch am eich sylw i'r manylion hyn. Gobeithio y ceuwch arhosiad diogel, difyr a hamddenol.

Portmeirion has complied with Welsh Government Covid-19 guidelines. Risk assessments and staff training on safe work practices have carried out. Temperature checks are carried out on arrival for all staff.

We have redesigned public spaces to ensure safe socialising, with one-way markers, distance markings, screens between tables and other measures. Anti-viral foggers are in use to sanitise public areas. Hand sanitiser stations are available in public areas.

Our housekeeping team has carried out an anti-bacterial point of contact surface wipe in your room prior to your arrival including sanitising remote controls to eliminate bacteria and viruses. A fogging sanitisation of your room has also been carried out, to eliminate bacteria and viruses. We regret these additional measures have delayed check-in from 3pm to 5pm and are grateful for your patience.

We ask guests to book tables in advance for breakfast and dinner. A time limit is required to allow linen to be changed and furniture sanitised when tables are relaid. We use fewer tables due to allow social distancing and therefore have to relay more frequently to maintain capacity. We use disposable recyclable menus and information sheets, you are welcome to keep any of these.

Our serving staff wash their hands regularly rather than wearing gloves. Gloves can be an aide to good hygiene they are not considered a substitute for a thorough regime of hand washing. COVID-19 can contaminate disposable gloves as easily as it can get onto people's hands.

We have replaced in-room glassware with disposable recyclable hygienic wrapped tumblers. If they are of any use for picnics you are welcome to take them with you.

Rooms are only serviced on request and staff will not enter your room during your stay unless you ask for service. To arrange housekeeping services please ask at the front desk on your first night. To request fresh towels please call Reception and they will be left in a sealed bag inside your door. For additional bathroom toiletries please ask Reception to arrange for your supplies to be replenished.

We regret that we are unable to offer room service at this time other than for bottled drinks and wines. Please see our room service drinks list overleaf.

Social distancing is promoted at Portmeirion including on-line registration and express check-out as a contactless option.

Thank you for your attention to these details. We hope you have a safe, relaxing and enjoyable stay here.

