

July 2020

## Our Covid -19 commitment to you.



## Company Commitments

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### Housekeeping & Room Measures

- The team are equipped with anti-bacterial chemicals to disinfect all areas as appropriate.
- The frequency of cleaning in high use areas and of surfaces in public spaces has been increased.
- Sanitisation Fogger's will be used in all guest bedrooms and all other enclosed spaces as a means of providing full anti-viral protection.
- Where possible all guest bedrooms are fallowed for a period of 24-72 hours from previous departure.
- Personal hygiene requirements & etiquette – particularly in respect of hand washing and use of sanitiser has been enforced across the team.
- Rooms will not be accessed by team members for the duration of a guests stay ensuring a safe, private and untouched space. Replenishments of sundry items such

as tea and coffee and replacement of fresh towels and linen are available on request and will be delivered to a guest's room safely.

- All non essential and frequent touch items have been removed from guest bedrooms.
  - Anti-bacterial sanitiser will be provided at all key points of activity throughout the hotel.
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### **Social Distancing**

- All reasonable steps have been taken to enforce social distancing guidelines amongst guests and employees through the use of directional signage and traffic flow throughout the hotel.
- The capacity and use of certain areas will be limited to enable social distancing.
- Additional services to guests will be available on a pre book basis such as our new grab and go breakfast offering.
- Guest contact with employees will be limited wherever possible through service modification and social barriers.
- Shift patterns will be staggered throughout the hotel to reduce the number of team members on site at any one time.

### **Other Prevention Measures**

- We respectfully request that anyone showing symptoms of COVID-19 should not come to the hotel.
  - All employees will be provided with the appropriate PPE as identified to carry out their duties safely protecting both themselves and our customers.
  - The team will all attend a fully certificated training course to ensure the correct knowledge and implementation of all measures.
  - We have undertaken a full risk assessment of the property and all our operations have been written in line with Quality & Tourism. This risk assessment is readily available for public viewing on request.
  - All control measures will be monitored and updated as appropriate.
  - A de-boxing and strict sanitisation area is in place. All deliveries into the property with the exception of perishable goods will be held and stored for a minimum period of 24 hours before entering the hotel operations.
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### **Employee Commitments**

- All team members have completed an accredited course in COVID-19 awareness. Certification is available for viewing if required.
  - All team members will be required to practice frequent hand washing, using anti bacterial hand wash, particularly when entering the building, before eating, after eating, after coughing or sneezing, after using the washrooms and after handling equipment.
  - Anti-bacterial hand sanitiser is readily available for team members use in all back of house and office environments.
  - The sneeze and cough etiquette will be adhered to at all times.
  - Any updates in procedures, guidance, advice or use of PPE in the workplace will be adhered to at all times.
  - All team members will be temperature checked on arrival and a record of such checks retained. Any team member showing a high temperature will not be permitted to work.
  - Any team member who is taken ill whilst at work will be immediately isolated from the environment and the environment in which they where working thoroughly deep cleaned.
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### **Guest Commitment**

- We respectfully invite all guests where possible to adopt the following measures.

A, Complete a health questionnaire pre arrival.

B, Full payment will be taken for your stay before arriving at the hotel.

C, Follow social distancing measures as much as possible when moving around the hotel.

D, Adhering to our “Illness During Stay” policy.

E, Remain only in contact with your family group or travelling companion whilst in the hotel.

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