



HOTEL · BAR · RESTAURANT

Meet, Eat, Drink & Sleep

COVID 19 Policy statement

About this policy

We are committed to ensuring the health and safety of our staff, guests and anyone affected by our business activities, and providing a safe and suitable environment for all those attending our premises. This policy outlines our approach to working throughout the COVID-19 pandemic.

COVID 19 is a respiratory virus that can invade a host via the respiratory route or via hand to eye / mouth / nose contact. People who appear healthy may be carrying the virus, which can be passed on either directly or indirectly to others. This means we assume that anyone could be carrying the virus.

Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those notified by the NHS as being clinically high risk are more likely to have more serious complications with a threat to life.

We Will:

- Take into full account the COVID-19 secure guidance for our sector published by HM Government when planning and implementing health and safety measures for COVID-19 control
- Consider all other relevant COVID-19 NHS and scientific guidance, as issued by Industry leaders
- Carry out and regularly review a COVID-19 risk assessment which will consider the risks arising from COVID-19 and from any additional measures put in place to control those risks. Examples include altered patterns of work, furloughing staff and layout or operational changes to our existing workplace
- Continue to implement and enforce reasonable measures to reduce these risks as far as we can, following the HM Government recommended risk control hierarchy
- Continue to provide comprehensive information, instruction, and training to our Staff
- Provide suitable equipment and cleaning products as required to keep our areas safe
- Make suitable layout changes to our existing workplaces to allow safe and social distancing

The importance of protecting everyone that comes into contact with our business and in protecting the reputation of the company is of the highest importance.

We understand that COVID-19 will continue to affect the way we work for the foreseeable future and we ask that you help us to keep everyone safe in our workplaces and communities by complying with the requirements that our company and HM Government put in place.

Front Desk

- Social distancing measures will be implemented, wellness best practices signs will be prominently posted, and all lobby brochures, magazines and papers will be removed.
- Enhanced sanitisation procedures will be in place at the front desk, in the lobby and across guest touch points throughout the hotel with disinfecting taking place regularly.
- Sanitising stations or wipes will be available.

Breakfast room

To monitor the number of guests in the breakfast room, and to minimise wait times, we have implemented the following procedure.

- Pre-orders and times for breakfast are to be booked the evening before
- Guests are asked to wait at the restaurant door and shown to an allocated table. Breakfast orders will be taken and served at the table.
- All tables have been placed 1 meter, or more, apart
- Menus are sanitised after use
- A sanitise station for entering and leaving the restaurant is available
- Room service breakfast can be catered for

Guest Room and Housekeeping:

- Enhanced and thorough cleaning protocols will be implemented in guest rooms. Guest rooms will be sanitised after check-out, at which time the room, linens and all touch points, for example, taps, door handles, TV controls, phones, light switches, thermostats, clocks and hangers will be cleaned with chemicals aimed at killing COVID-19.
- Unnecessary items will be removed from guest rooms, such as decorative pillows, bed runners

Public Areas:

- Hand sanitiser or wipes will be provided for guests and employees in all public areas to prevent cross contamination.

Hotel Employees and Staff Requirements:

- Hotel employees will follow strict guidelines, including utilising Personal Protective Equipment, frequent and stringent hand-washing
- Employee workstations will be cleaned and disinfected after every shift.