

## Covid Risk Assessment

The safety and wellbeing of our guests and teams has always been incredibly important to us and everyone in our guest house should rightly expect a safe, clean and protected environment. The coronavirus crisis has brought this into sharp focus, which is why we have a rigorous, daily cleaning regime in our guest house.

We are trying to give you extra peace of mind so you can book and stay with confidence. Below are some of the measures, procedures & policies we are undertaking to make our guest house safe and your holiday with us as safe as possible during your stay with us. As the situation changes our procedures and operations will be continuously reviews and updated as required

### **Before you make your journey to us**

Please do not travel if you or anyone in your party is showing the common symptoms of Coronavirus (fever, persistent cough loss of taste or smell). Instead please telephone 111 to speak to NHS staff tell us of the change of plan and rebook your dates for a more convenient time. When you arrive if you look like you may have symptoms, we will take your temperature and if it is 38°C or above we will ask you to return home & self-isolate as per the government guidelines. All reservations can be changed to another date if required at no extra cost unless for an upgrade.

Any guest who has arrived in the UK from Overseas within 14 days prior to their arrival at our hotel please contact us in advance of travelling to discuss their reservation.

### **Checking-in and social distancing**

We request that you try to keep the 2-metre rule with us and the other guests in the house which are not in your party. At pinch points (stairs etc) please allow the people walking up the stairs the right of way. Automatic hand sanitisers are available all over the building and at the front door. Please use it every time you enter the building. We are minimising contact and increasing protection at reception, keeping social distancing measures in place. If you arrive at the same time as another guest please wait either in the garden area or in the foyer to control the social distancing measures.

Your key will be left on reception after being sanitised for you to collect, we will show you to your room and maintaining the 2-metre rule.

### **Hygiene and anti-viricidal sanitising spray**

More frequent cleaning of high-touch areas, door handles and handrails with approved disinfectants to the European standard of EN14476, effective against COVID-19. In the bedroom, we're paying special attention to cleaning all hard surfaces, heating controls, TV remotes, door handle window handles and desks. The iron and ironing boards on each floor will also be cleaned on a regular basis

### **Housekeeping**

To minimise housekeepers' interaction with guest rooms, if you are staying 1 - 2 nights rooms will not be serviced. More than two nights, we will clean your room every other day. Linen will be changed weekly with towels being changed every 4<sup>th</sup> day. The tea tray will be replenished daily on request, please use the form left in your room, and place in reception. We will ask you to leave the room whilst we clean and change bed linen etc. A black bin bag will be placed in your room for recyclable items, and if full, to be left outside room, taking care not to block landings.

### **Bed linen**

We have a contract cleaner who launders all our linen at over 60 degrees, with disinfectant detergent so you can enjoy a safe and great night's sleep.

### **Protective equipment for our teams**

To protect our team members, we've provided them with PPE equipment including gloves, aprons and hand sanitiser. Whilst there is no government guidance on the need to wear face masks in a hotel setting, all our teams have been provided with face masks, empowering them with the choice if they wish to wear them.

### **Staff members**

All our team have been taught to wash their hands the correct way and they will wash them very regularly to keep everyone safe whilst in the hotel. We ask all to watch their social distancing when not on the premises and use the sanitiser on arrival back in the hotel which is located at the door.

If we find Coronavirus on site, we will self-isolate and we may need to cancel your booking at short notice. If this happens, we will offer a full refund or an alternative date for booking.

### **Breakfast**

If you have booked your stay to include breakfast, on booking in, you will have been asked, on arrival, to book a timeslot by way of the white board in reception. PLEASE ENSURE YOU ARRIVE ON TIME FOR BREAKFAST.

Breakfast will be waiting for you, and if hot food is pre-ordered, this will be prepared for your timeslot. If you arrive too early we will ask you to return at the correct time. Please complete the pre-order form, and place in reception no later than 10.30pm.

**Takeaway Food is not allowed in rooms**

**General**

We have removed the guest directories from the bedrooms, there is now just a one page laminated document with all relevant information on.

**PLEASE ENSURE YOU READ THIS.**

Please maintain the 2-metre rule whenever possible. Should you feel unwell during your vacation please let us know and check out immediately in order to self-isolate at home and seek medical advice.