

## Covid 19 policy October 2020

### **Good to Go, safety standard**

Please be assured we have a comprehensive list of measures including staff training that we put in place prior to our reopening on 4th July 2020. Since then we have updated and adapted our safety procedures regarding keeping you, our staff and suppliers safe whilst on our site.

To achieve this we have read and implemented the Government's COVID-19 reopening guidance, understand the guidance from Public Health England and have a COVID-19 Risk Assessment in place. This includes a checklist confirming we have put the necessary processes in place.



These guidelines and regulations continue to be reviewed as we follow government and UK Hospitality recommendations. We therefore ask you to check the information prior to arrival for your reassurance and to comply with our procedures. For your reassurance we are part of the Visit England 'Good to Go' UK-wide industry standard and consumer mark to reassure our customers that our business adheres to Government and public health guidance.

### **Before Arrival:**

We request that should you be displaying any symptoms of Covid-19 that you call us to postpone your stay with us. These include a new persistent cough, high temperature or loss of smell and taste. We recommend all guests download the NHS Test and Trace application prior to arrival to ensure we are all alerted to any guests who may pose a risk of spreading Covid-19.

### **Masks:**

It is now mandatory to wear a mask when entering the public spaces of hotels. You may remove the mask once seated in our restaurant but need to wear it to leave the building. Please be aware children under the age of 11 years old are not required to wear a mask.

### **Reception:**

Strattons reception will be open from 9am – 8pm daily for check ins, check outs, telephone enquiries and online correspondence. We request that you use the hand sanitiser displayed. You will be asked to wait at a distance if any other guests are already being served.

If you need anything during your stay, please let reception know immediately. Rest assured that we want to give you a safe and happy experience whilst staying with us.

Room service trays are prepared especially for you with fresh products prior to your stay. If you need anything topped up please let us know immediately.

### **Check in:**

You will be asked to complete a verbal check in with reception where you will also collect your key and be given directions to your room and locations of food and drink service.

### **Check out:**

You will be asked to pay your room only or bed and breakfast rate as per your booking confirmation on check in with reception, any food or drinks ordered during your stay will be pay as you go, this allows you to check out easily and safely by simply dropping your key back at reception by 11am.

All room keys and PDQ machines will be sanitised after use. We request that you use the hand sanitisers provided.

### **Housekeeping:**

A housekeeper will thoroughly service your room prior to your check in and a manager check completed, after this no member of staff will enter your room for the entirety of your stay, this is in line with hospitality and government guidelines. However, if you would like for your room to be serviced on any day of your stay please ensure you contact reception in the morning before 10am to arrange this (please note housekeeping is available between 10am and 2pm). The room will be thoroughly aired prior to your arrival. If you require any fresh towels, mini bar or tea tray items please contact reception between 9am – 8pm to arrange delivery to your door. If you would like cleaning products to use in your room, please let us know.

To avoid unnecessary use of the public bathroom facilities, we politely request that our inhouse guests use their own bathroom where possible.

### **Breakfast:**

Breakfast will be served at our normal times 7.30am – 10am Monday to Friday or 8.30am – 10am weekends and bank holidays. We require a pre-order for all room service breakfasts; please place this with reception the night before.

All breakfast menus are presented on a cleanable format to you for safety reasons.

Two hand sanitisers are located by the entrance to our restaurant to use prior to entry.

### **Dinner:**

Dinner is available in our converted barn or as room service pre-booked between 5pm and 8pm daily. A menu is available on our website or by e-mail. If you have booked a table in our eatery, please do not arrive early or late as you may not be seated.

The government guidelines limit the number of other people you should meet with as a group – no more than 6 people unless you all live together (or are in the same support bubble).

Please avoid social interaction with anyone outside the group you are with, even if you see other people you know.

Hand sanitisers are provided at the entrance to our restaurant to use prior to entry.

All dinner menus are presented on a cleanable format to you for safety reasons.

### **Afternoon tea:**

Afternoon tea will be available daily, pre booked and taken as room service, take away, in the hotel lounges or restaurant or outside. Bookings must be made with at least 24 hours notice. If you have booked a sit in option please do not arrive early or late as you may not be seated.

### **Residents drinks:**

Our hotel bar will be open as normal from 12noon to 9.45pm.

### **Food service between 7.30am – 2pm daily: (weekends 8am -2pm)**

CoCoes will be open for takeaway, room service or limited seating for homemade cakes, coffee, tea, brunch, lunch, and light bites.

### **Our Team:**

Please be assured that every member of our team has undergone full training on how to prevent the spread of Covid-19 within the hotel setting.

Any team member displaying symptoms or who has been contacted by NHS track and trace will be immediately sent home and required to self-isolate for 14 days prior to returning to work.

All team members are temperature checked upon arrival and will be required to confirm that they have not been in contact with anyone with Covid 19 symptoms.

Team members are provided with PPE relevant to their area of work and have been given full training on how to use this correctly. All our staff have access to hand sanitiser, soap and paper towels and are trained in using these products and procedure's thoroughly and regularly.

***If you develop COVID-19 symptoms whilst you are staying with us please inform us immediately and contact the NHS on 111.***