

At Bunchrew House Hotel the safety of our employees, our guests and our local community is paramount, therefore we have implemented new methods of operating.

## **1. Temperature Checks**

Our reception team will be in touch with guests one day prior to their arrival.

We will ask that all guests should have their temperature checked before leaving for the hotel.

Anyone showing one or more of the following Government symptoms in the 7 days prior to traveling to the hotel:

- a.) displaying a temperature of 38° C or higher
- b.) has experienced loss of taste or smell
- c.) has a new or continuous cough

**is asked not to travel to the hotel** and get in touch with us to re-arrange their stay.

If someone did not have the chance to get a temperature check we can do this for you at arrival, furthermore we will be conducting random, contactless temperature checks.

In case someone displays a temperature of 38° C or higher, they might be denied access and will be directed to the appropriate medical care.

Every day employees will be checked by department supervisors for their temperature before entering the premises. Employees are instructed to stay at home if they do not feel well and contact the manager.

## **2. Hand Sanitising, Hand Washing**

Hand sanitising units will be available at every entrance and in key places inside the premises.

Posters on correct hand washing techniques will be placed in restrooms both front and back of house areas.

Signs to remind staff and visitors of washing/sanitising hands will be in place.

## **3. Social Distancing and Signs**

Mask or face coverings are mandatory to wear by guests and employees whilst circulating around the hotel.

We will provide individually packaged face masks to anyone in need that is staying with us.

Employees are reminded to wear masks and the appropriate PPE at all times during work and keep a two metres distance from all guests wherever possible.

Guests are asked to practice social distancing wherever possible throughout public areas of the premises by allowing two metres between them and other guests that are not in their family or friends group.

All dining tables will be positioned to allow for the minimum of two metres distance between them to ensure the safety of diners. Whilst seated at socially distanced tables, guests will not be required to wear a mask.

Signs to remind everyone of social distancing are placed throughout the hotel.

Signs to follow the one way system (one place of entry and different point of exit) in place.

Signs in areas such as corridors and stairs will remind guests to take caution and allow others to enter/exit before they are to do so.

#### **4. Health Concerns Regarding Guests and Employees**

Guests that develop any the three government key symptoms whilst staying with us:

- a.) displaying a temperature of 38° C or higher
- b.) has experienced loss of taste or smell
- c.) has a new or continuous cough

will be asked to self-isolate in their room and notify reception by telephone.

Our staff will be ready to provide support.

Employees will receive training on how to respond to suspected cases of Covid-19.

If employees notice any of the above listed symptoms on guests, co-workers or on themselves, they should notify the manager or department supervisor as quickly as possible.

For any suspected case of Covid-19 within our premises we will contact NHS 111 for further guidance.

#### **5. Employee Training Programme**

We have developed new methods of operating and new cleaning programs. All employees will receive training on Covid-19 safety and disinfection protocols.

This will include employees learning about our new operating plan, raising awareness on the dangers of Covid-19 and learning about the correct use and implementation of cleaning products and sanitising methods relevant to each department.

Staff must not wear their uniforms outside work. Each department will stagger the shift starting times each day to allow safe use of changing facilities.

## **6. Your arrival**

Prior to arrival our reception team will contact guests by telephone to complete the check in process in order to minimise contact on arrival and ask about the three government symptoms.

Our staff will greet all arriving guests before entering the building wherever this is possible to do so.

Guests must wear face coverings before entering or ask for one to be supplied in case they do not already have one.

If any of the previous two points are missed, guests are asked to enter and stand in front of the reception desk and follow instructions after being greeted by staff inside.

Hand sanitiser is available and mandatory to use at the entrance.

Guests who would require help with their luggage are asked to remove these from their vehicle and leave them for our staff to carry up to the front of their room door. Staff must not enter the guests room and should sanitise hands before and after carrying luggage.

The sanitised room keys will be waiting in the door of the guest room. Room doors will be sealed with a sticker showing that cleaning and sanitising has been carried out before each arrival.

## **7. Your stay**

To create a safer space, whilst staying in our rooms we have removed some of the items that did not count as essential to reduce risk of contamination. This includes: tissues, some decorative items, radio, alarm clock.

Housekeeping during stay will only be available at request by contacting reception by telephone.

We ask to let us know by ringing reception before you are to leave the room as housekeeping will only be able to enter when the room is empty.

Our laundry services for personal items will not be available.

## **8. At departure**

Cash will only be accepted at check out in cases where card or contactless payment is not possible.

Guests are asked to contact reception by telephone before they are to leave the room. This is to allow us the necessary time to clean and sanitise rooms for the next arrival.