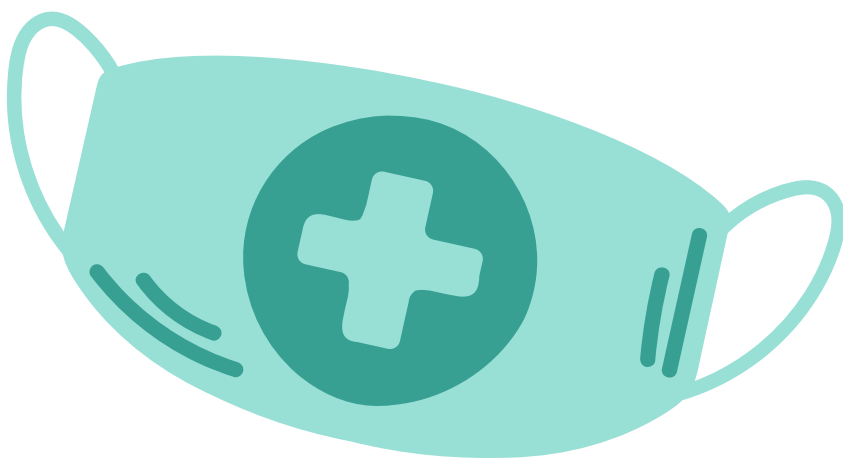


OPERATIONAL GUIDELINES DURING COVID 19 PANDEMIC



DAY-TIME VISITORS

- **Please ensure that you are fit and well before visiting us. If you are feeling unwell, have a high temperature or dry cough or any other symptom please think again and go seek medical advice.**
- **Please wait at the front entrance for a member of staff to greet you and show you to a table.**
- **Maintain 2 m social distancing whilst queuing for entry and while moving around inside the building.**
- **Sanitise your hands at the sanitising stations on entry and exit and before and after you use the toilet.**
- **We advise you to wear masks if possible whilst you use the toilets and are out of your seat inside the building.**



STAYING WITH US

BEFORE YOU ARRIVE

ENSURE THAT ALL MEMBERS OF YOUR PARTY ARE FIT AND WELL.

CONTACT THE HOTEL WITH YOUR ANTICIPATED TIME OF ARRIVAL TO FACILITATE EASIER CHECK-IN.

PLEASE BRING YOUR OWN FACE MASKS.

ENTRY & CHECK-IN PROCEDURES

CHECK-IN HAS CHANGED TO 3PM

PLEASE QUEUE AT HOTEL RECEPTION ENTRANCE TO BE GREETED AND INVITED IN BY A MEMBER OF STAFF

MAINTAIN 2 M SOCIAL DISTANCING WHILE QUEUING FOR ENTRY.

PLEASE SANITISE YOUR HANDS AT THE SANITIZING STATION UPON ENTRY.

WEAR A MASK AT ALL TIMES IN COMMON AREAS OF THE HOTEL THROUGHOUT YOUR STAY.



STAYING WITH US

ENTRY & CHECK-IN PROCEDURES CONT..

ON CHECK-IN PLEASE WAIT AT QUEUE POINT IN RECEPTION, AS THE RECEPTIONIST CHECKS YOUR DETAILS. YOU WILL THEN BE ASKED TO APPROACH THE DESK TO SIGN-IN AND YOUR KEY WILL BE PROVIDED.

SHOULD YOU REQUIRE ASSISTANCE WITH YOUR BAGGAGE, YOU WILL BE GIVEN DIRECTIONS TO THE ROOM AND BAGGAGE WILL FOLLOW AFTERWARDS IN LINE WITH SOCIAL DISTANCING GUIDELINES AND LEFT OUTSIDE THE DOOR.

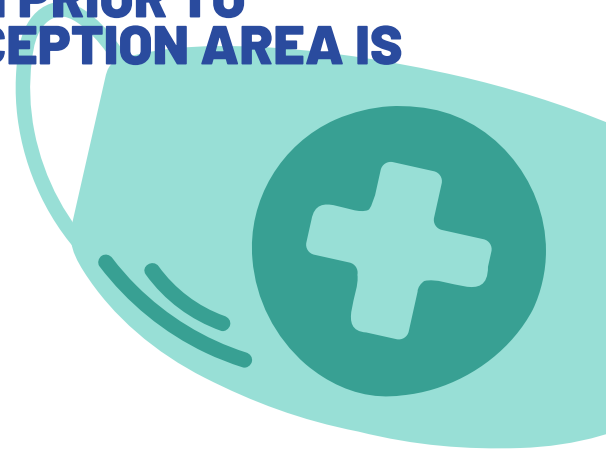
PENS WILL BE SANITISED PER USE AND RECEPTION DESK WILL BE WIPED PER CHECK-IN AND CHECK-OUT.

CHECK-OUT & DEPARTURE PROCEDURES

CHECK-OUT WILL REMAIN THE SAME 10:30AM

PAYMENTS ON CHECK-OUT TO BE PROCESSED VIA CHIP AND PIN AS PER NORMAL PROCEDURE.

IN LINE WITH SOCIAL DISTANCING RULES GUESTS ARE REQUIRED TO TELEPHONE RECEPTION PRIOR TO LEAVING ROOM TO ENSURE THAT RECEPTION AREA IS CLEAR FOR CHECKOUT.



CHECK-OUT & DEPARTURE PROCEDURES CONTINUED...

EXPRESS CHECK-OUT

**AVAILABLE FOR GUESTS BY PRIOR ARRANGEMENT ON
CHECK-IN GUESTS CAN REQUEST AN EXPRESS CHECK-
OUT TO AVOID ANY CONTACT.**

**THE GUEST WILL BE ASKED TO SIGN A DECLARATION
ALLOWING THE CARD TO BE CHARGED AS A
"CARDHOLDER NOT PRESENT" TRANSACTION AFTER
DEPARTURE.**

**THE GUEST WILL SIMPLY BE ASKED TO LEAVE THEIR
ROOM KEY IN THEIR ROOM AND**

A ROOM BILL AND RECEIPT WILL BE EMAILED LATER.



SOCIAL DISTANCING MEASURES

SOCIAL DISTANCING IS OBLIGATORY THROUGHOUT THE BUILDING.

WHERE POSSIBLE FLOOR MARKINGS AND WALL SIGNAGE CAN BE SEEN REMINDING GUESTS AND STAFF TO MAINTAIN A SAFE 2 M DISTANCE FROM EACH OTHER WHEN QUEUING OR MOVING THROUGH THE BUILDING.

SOCIAL DISTANCING & BREAKFAST SERVICE

GUESTS WILL BE REQUIRED TO TAKE BREAKFAST IN THEIR ROOMS SEE BELOW FOR 'IN-ROOM DINING'

OR BREAKFAST SERVICE WILL BE IN OUR FUNCTION ROOM WITH A STAGGERED SERVICE. GUESTS WILL BE ALLOCATED A BREAKFAST DINING TIME SLOT.

GUESTS WILL BE MET AT ENTRANCE AND ALLOCATED A TABLE AND WILL BE SERVED EXCLUSIVELY AT THE TABLE.

BREAKFAST PROTOCOLS WILL EVOLVE AS PER UPDATED GOVERNMENT GUIDANCE.



SOCIAL DISTANCING IN BAR HELVETIA & LOUNGE SERVICE

IT IS UNLIKELY THAT QUEUING AND ORDERING AT THE BAR WILL BE PERMITTED.

TABLES INTERNAL AND EXTERNAL WILL BE LOCATED AT LEAST 2 M APART. IT WILL NOT BE PERMITTED TO MOVE ANY TABLES NOR JOIN ANY TABLES TOGETHER.

HOTEL GUESTS AND VISITORS WILL BE ALLOCATED A PRE-BOOKED OR PRE-ALLOCATED TABLE, FROM HERE YOUR ORDER WILL BE TAKEN AND PROCESSED BY A MEMBER OF STAFF WHILST MAINTAINING A 2 M SOCIAL DISTANCE.

OR HOTEL GUESTS AND VISITORS WILL BE INSTRUCTED TO USE AN ORDER AND PAY APP FROM THEIR OWN ANDROID PHONE OR TABLET DEVICE.

OR WILL BE INSTRUCTED TO USE ANY OTHER SYSTEM IN ACCORDANCE WITH CURRENT GOVERNMENT GUIDANCE.

SOCIAL DISTANCING IN TABLE SERVICE

UPON PROCESSING AND DELIVERY OF YOUR ORDER THE WAITER/WAITRESS WILL APPROACH THE TABLE AT 2M DISTANCE AND WILL REQUEST ONE MEMBER OF THE PARTY TO STAND AND RECEIVE EACH FOOD OR DRINK ITEM FROM THE TRAY.



SOCIAL DISTANCING IN TABLE SERVICE CONT...

OR THERE MAY BE AN ALLOCATED COLLECTION POINT WHERE YOUR PARTY WILL BE REQUIRED TO APPROACH ON REQUEST TO COLLECT ITEMS FROM YOUR ORDER.

SOCIAL DISTANCING IN USING THE PUBLIC TOILETS

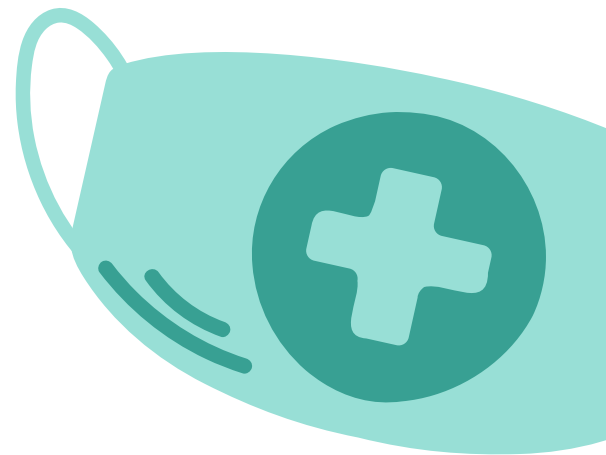
NO QUEUES ARE PERMITTED

TOILET USE WILL WORK ON A ONE-IN-ONE-OUT SYSTEM.

GUESTS WILL BE ASKED TO REMAIN VIGILANT AND REMAIN SEATED UNTIL THEY SEE THAT THE TOILET IS VACANT BEFORE APPROACHING.

HOTEL GUESTS ARE KINDLY REQUESTED TO USE THEIR OWN ENSUITE FACILITIES WITHIN THEIR ALLOCATED ROOMS FOR THE DURATION OF THEIR STAY TO HELP ALLEVIATE DEMAND.

ON BUSY DAYS SIGNAGE WILL INFORM DAY VISITORS THAT THEY MAY QUEUE TO USE THE COUNCIL CAR PARK FACILITIES AS OVERSPILL, WHERE QUEUING IS APPROPRIATE AND IN LINE WITH 2M SOCIAL DISTANCING.



HYGIENE

FOOD SERVICE

MEALS WILL BE SERVED ON NORMAL CHINA CROCKERY WITH COMPLIMENTARY CUTLERY WHICH HAS BEEN WASHED AND STEAM SANITISED THROUGH AN APPROVED COMMERCIAL DISH WASHING MACHINE.

OR WILL BE SERVED ON GOOD QUALITY DISPOSABLE TABLEWARE WITH COMPLIMENTARY DISPOSABLE BIODEGRADABLE CUTLERY.

DRINKS WILL BE SERVED IN NORMAL GLASSWARE IN ACCORDANCE WITH LICENSE THAT HAS BEEN WASHED AND STEAM SANITISED THROUGH AN APPROVED COMMERCIAL GLASS WASHING MACHINE.

HOT DRINKS AND BAR SUNDRIES WILL BE SERVED ON BAR CHINA CROCKERY WHICH HAS BEEN WASHED AND STEAM SANITISED THROUGH AN APPROVED COMMERCIAL CABINET WASHING MACHINE.

OR HOT DRINKS AND BAR SUNDRIES WILL BE SERVED IN GOOD QUALITY BIODEGRADABLE DISPOSABLE CUPS AND CONTAINERS.

TABLE CONDIMENTS WILL BE KEPT TO A MINIMUM AND PROVIDED DIRECTLY WITH EACH MEAL TO THE TABLE.



FOOD SERVICE CONT....

WHERE POSSIBLE SAUCES WILL BE INTEGRAL TO THE DISH RATHER THAN PROVIDED SEPARATELY ON REQUEST.

MENUS WILL BE LAMINATED AND BE SANITISED PER USE AND WILL BE PROVIDED UPON SEATING.

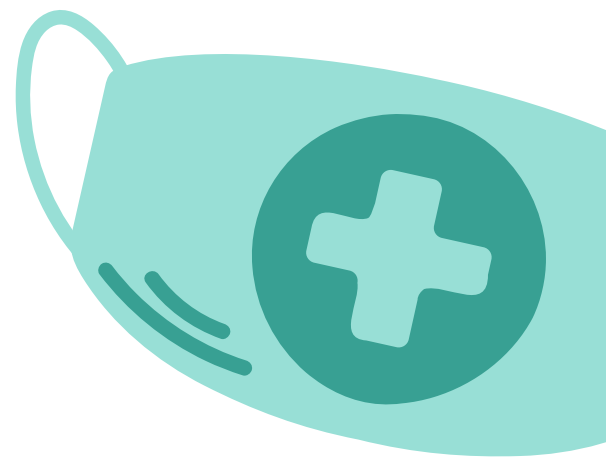
OR MENUS WILL BE ELECTRONICALLY STORED ON AN ORDER AND PAY APP WHICH THE GUEST WILL BE ADVISED TO ACCESS USING THEIR OWN ANDROID PHONE OR TABLET DEVICE.

SANITIZER STATIONS

CLEARLY LABELLED SANITIZER STATIONS ARE LOCATED AT ALL ENTRY POINTS OF THE BUILDING AS WELL AS ADJACENT TO THE PUBLIC WASH FACILITIES.

HOUSEKEEPING

STAFF WILL BE PROVIDED WITH AND REQUIRED TO WEAR PPE FOR CLEANING PROTOCOLS AND TO WASH HANDS BEFORE AND AFTER SERVICE.



DAILY CLEAN SERVICE BY REQUEST ONLY

DUE TO SOCIAL DISTANCING GUEST ROOMS WILL RECEIVE A DAILY CLEAN BY REQUEST ONLY.

ALTERNATIVELY GUEST REQUIREMENTS CAN BE COMMUNICATED VIA TELEPHONE CALL TO RECEPTION.

FOR LONG STAY GUESTS A CLEAN SERVICE WILL HAPPEN PER 3 NIGHTS STAY

DEEP CLEAN

NORMAL CLEANING MEASURES WILL TAKE PLACE WITH SPECIAL ATTENTION TO SANITIZATION OF TOUCH POINTS AS BELOW:

**BEDROOM
LIGHT
SWITCHES
TELEPHONE
DOOR/WINDOW HANDLES
TV
REMOTE CONTROL
FURNITURE
SURFACES
HAIRDRYER
KETTLE**

**BATHROOM:
TAPS
SHOWER CONTROLS
DOOR HANDLES
SHOWER HEADS
SOAP DISPENSERS
TOILET SEAT/FLUSH
SWITCHES**



DEEP CLEAN CONT...

ROOM COLLATERAL TO BE KEPT TO A MINIMUM.

GLASSWARE AND CROCKERY TO BE REMOVED FROM ROOM AND WASHED AND STERILIZED IN WASHING MACHINE.

LAUNDRY TO BE REMOVED AND WASHED IN ACCORDANCE WITH NORMAL HOTEL PRACTISE.

LAUNDRY TO BE REPLACED AS USUAL

COMMON AREAS

ALL SURFACES AND TOUCH POINTS TO BE SANITIZED REGULARLY TO INCLUDE PUSH PANELS, DOOR HANDLES AND SWITCHES.

ALL BOOKS AND GAMES TO BE REMOVED FROM RESIDENTS LOUNGE.

PUBLIC TOILETS

TOILETS WILL BE SERVICED EVERY HOUR, SURFACES AND TOUCH POINTS WILL BE SANITISED BY STAFF.

CUSTOMERS WILL BE ASKED TO HELP BY SANITIZING HANDS BEFORE AND AFTER ENTRY AND TRY TO LEAVE THE FACILITY IN A CLEAN STATE AFTER THEM.



PUBLIC TOILETS CONT...

HOTEL GUESTS ARE RECOMMENDED TO USE THEIR OWN IN-ROOM ENSUITE FACILITIES FOR ADDITIONAL SAFETY AND CONVENIENCE.

ROOM SERVICE

IN-ROOM DINING

GUESTS WILL BE ENCOURAGED TO TAKE BREAKFAST WITHIN THEIR ROOM.

A CONTINENTAL BREAKFAST WILL BE PROVIDED BETWEEN 08:30 AND 09:30 AT A TIME REQUESTED ON CHECK-IN.

TO SATISFY SOCIAL DISTANCING A MEMBER OF STAFF WILL KNOCK THE DOOR AND PLACE A TRAY AT THE DOOR.

STAFF WILL STAND BACK AND WAIT FOR GUEST TO ANSWER.

GUEST WILL BE ASKED TO RETURN TRAY TO CORRIDOR AND INFORM RECEPTION WHEN FINISHED.

GUESTS WILL HAVE THE POSSIBILITY TO ORDER FOOD TO ROOM FROM 12PM TO 9PM DAILY BY TELEPHONE WITH SAME PROTOCOLS FOLLOWED.



SCREENING OF CONTACT AREAS

PERSPEX SCREENS

**FULL LENGTH PERSPEX SCREEN IN FRONT OF BAR
SERVERY AREA IN BAR HELVETIA.**

**RECEPTION DESK TO PROVIDE SAFETY DURING
INTERACTIONS AT CHECK-IN AND CHECK-OUT.**

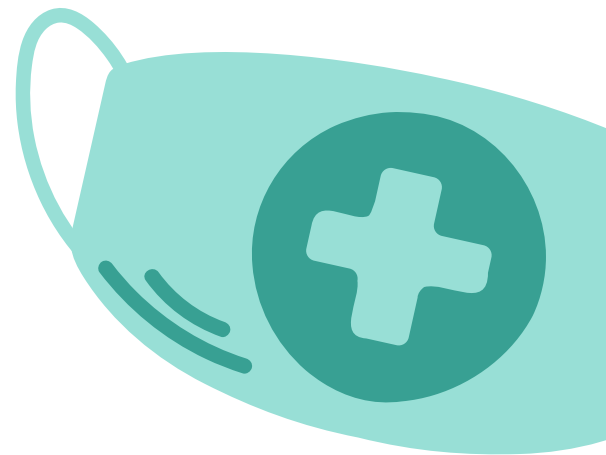
STAFF POLICIES

FITNESS TO WORK

**ALL KITCHEN AND FRONT-OF-HOUSE STAFF WILL BE
REQUIRED TO ASSESS THEMSELVES DAILY
FOR FITNESS TO WORK.**

**THEY ARE REQUIRED TO REPORT ANY UNUSUAL
SYMPTOMS PRIOR TO A SHIFT SO THAT THEY CAN BE
ASSESSED FOR APPROPRIATE FITNESS TO WORK.**

**STAFF WHO ARE REPORTING SYMPTOMS OF ILLNESS
WILL BE REQUIRED TO STAY HOME AND SEEK
MEDICAL ADVICE**



STAFF PROTECTION

ALL FRONT-OF-HOUSE STAFF AND KITCHEN STAFF ARE ISSUED WITH PPE WORKWEAR WHICH THEY CAN CHOOSE TO WEAR.

HOUSEKEEPING STAFF ARE OBLIGATED TO WEAR PPE FOR THEIR DUTIES IN CLEANING GUEST ROOMS AND HANDLING LAUNDRY.

STAFF HYGIENE

ALL FRONT-HOUSE-STAFF ARE REQUIRED TO WASH AND/OR SANITISE THEIR HANDS, ON START OF SHIFT AND APPROXIMATELY EVERY 30 MINUTES OR AFTER COMPLETION OF EACH TASK.

KITCHEN STAFF RECOMMENDED TO CHANGE INTO WORK ATTIRE ON SITE BEFORE SHIFT COMMENCES.

ALL STAFF RECOMMENDED WHERE POSSIBLE TO MAINTAIN 2 M SOCIAL DISTANCING FROM EACH OTHER WITHIN THEIR UNIQUE DEPARTMENTS AND DURING INTERACTIONS BETWEEN DEPARTMENTS FOR EG. KITCHEN AND FRONT-OF-HOUSE.

KITCHEN STAFF TO ALLOCATE ACCESS TO PARTICULAR DEPARTMENTAL FRIDGES AND FREEZERS DURING A SHIFT.

KITCHEN STAFF TO OPERATE A ONE-IN-ONE-OUT SYSTEM FOR ACCESSING COLD ROOM.



STAFF HYGIENE CONT...

ALL STAFF AREAS TO MAINTAIN NORMAL CLEANING SCHEDULES BUT WITH SPECIAL ATTENTION TO REGULAR CLEANING AND SANITISATION OF TOUCH POINTS SUCH AS TELEPHONES, COMPUTER EQUIPMENT, KITCHEN UTENSILS AND SURFACES, FOOD TRAYS ETC.

STAFF OBLIGATED TO USE DESIGNATED STAFF WCS WHERE TOUCH POINTS ARE CLEANED AND SANITISED PER VISIT.

SUSPECTED COVID 19 CASE DURING YOUR STAY

IF A GUEST BECOMES ILL AND IS EXHIBITING SYMPTOMS OF COVID-19 DURING THEIR STAY OR DECLARES A NEED TO SELF-ISOLATE WHILST ASYMPTOMATIC THEN THEY WILL BE REQUIRED TO SELF-ISOLATE AS PER CURRENT GOVERNMENT GUIDANCE.

THIS WILL APPLY TO ALL GUESTS STAYING IN THAT ROOM.

SHOULD THE GUEST EXHIBIT SERIOUS SYMPTOMS OF ILLNESS THEN THE GUEST WILL BE REQUIRED TO SEEK MEDICAL ATTENTION IMMEDIATELY EITHER BY DIALLING EMERGENCY SERVICES OR SEEKING ADVICE THROUGH THE 111 NHS SERVICE.



SUSPECTED COVID 19 CASE DURING YOUR STAY CONT.....

THE GUESTS WILL BE LIABLE FOR ALL HOTEL COSTS INCURRED DURING THE SELF-ISOLATION PERIOD.

HOUSEKEEPING WITH SUSPECTED COVID INFECTION

STAFF TO WASH AND SANITISE HANDS BEFORE ENTRY.

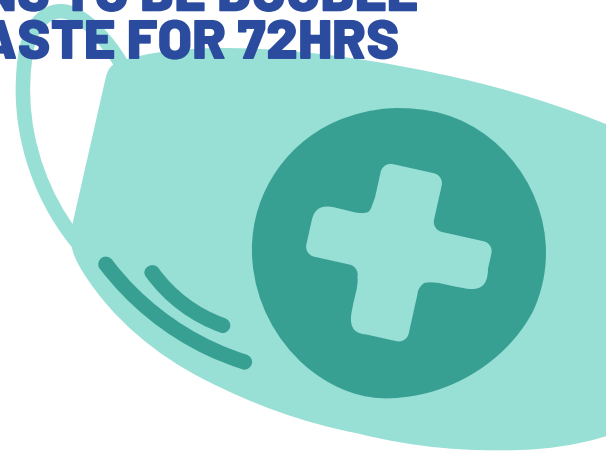
STAFF WILL BE OBLIGATED TO WEAR FULL PPE WORKWEAR INCLUDING RUBBER GLOVES BEFORE ENTERING THE ROOM.

STAFF TO USE DISPOSABLE CLOTHS DURING CLEANING PROCESS, AFTER USE THESE SHOULD BE DOUBLE BAGGED WITH ROOM WASTE AND STORED FOR 72 HRS BEFORE DISPOSAL TO COMMUNAL REFUSE BINS.

REMOVAL, DOUBLE BAGGING AND STORAGE OF CONTAMINATED LAUNDRY AND ALL ROOM WASTE FOR 72 HRS BEFORE WASHING AND DISPOSAL OF WASTE TO COMMUNAL REFUSE BINS.

PPE FACE SHIELDS AND RUBBER GLOVES TO BE DOUBLE BAGGED AND STORED FOR 72 HRS BEFORE RE-USE.

PPE MASKS AND DISPOSABLE APRONS TO BE DOUBLE BAGGED AND STORED WITH ROOM WASTE FOR 72HRS BEFORE REMOVING TO COMMUNAL REFUSE BINS.



HOUSEKEEPING WITH SUSPECTED COVID INFECTION CONT.....

ROOM TO BE FULLY CLEANED INCLUDING ALL TOUCH POINTS WITH NORMAL CLEANING DISINFECTANT PRODUCTS AND SURFACE SANITISER

STEAM CLEANING OF CURTAINS AND CARPETS WHERE VISIBLE BODILY FLUIDS HAVE BEEN SPILT.

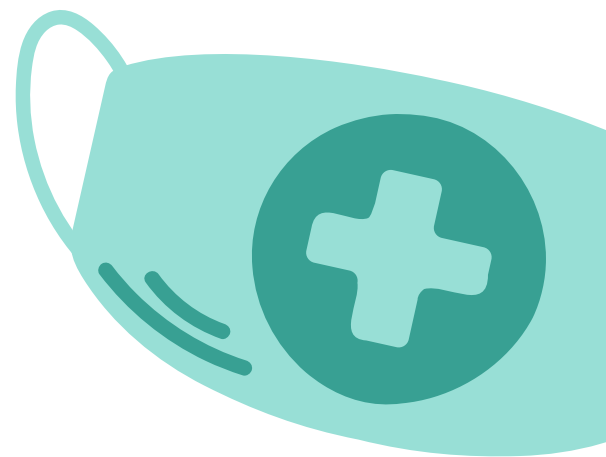
HOUSEKEEPING WITH CONFIRMED COVID INFECTION

IF IT IS POSSIBLE, SEAL THE ENTRY DOOR AND LOCK SECURELY THEN DISINFECT OUTER DOOR AND TOUCH POINTS

WAIT 72 HRS TO REDUCE RISK BEFORE ENTERING THE ROOM FOR DEEP CLEANING

PROCEED IMMEDIATELY TO DISINFECT ALL COMMON AREAS AND AREAS WHERE GUESTS WERE KNOWN TO HAVE PASSED THROUGH WITH ATTENTION TO TOUCH POINTS.

AFTER 72 HRS PROCEED TO CLEAN THE ROOM IN ACCORDANCE WITH THE ABOVE GUIDANCE 'CLEANING OF ROOMS WITH A SUSPECTED COVID INFECTION'.



INCOMING DELIVERIES

INCOMING DELIVERIES OF ALL SUPPLIERS TO BE CONDUCTED FROM 'TRADESMEN' ENTRANCES.

DELIVERYMEN INSTRUCTED TO KNOCK THE DOOR AND STAND BACK TO ALLOW THE DOOR TO BE OPENED AND THE RECIPIENT TO WALK AWAY BEFORE THE DELIVERYMAN MAY ENTER THE PREMISES AND PROCEED WITH THE DELIVERY.

DOCUMENTS WILL NO LONGER BE REQUIRED TO SIGN FOR.

RECIPIENTS OF THE DELIVERY WILL BE EXPECTED TO SANITISE HANDS BEFORE AND AFTER INSPECTING AND PROCESSING THE DELIVERY.

ANY ISSUES WILL BE COMMUNICATED TO THE DELIVERYMAN WHILE WAITING FOR PROCESSING TO COMPLETE.

