

White Horse Guesthouse
Dartmouth road
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WHITE HORSE GUESTHOUSE COVID-19 SECURE Policy and Risk Assessment

Our aim is to ensure the safety of everyone who work and stay with us. It is important for guests to read this document and note the changes that we have put in place to protect everybody and reduce risks from COVID-19. This document has been written in line with current government guidelines and may therefore change should the guidelines alter ; for more information check the official government website www.gov.uk/coronavirus.

We have conducted a risk assessment that takes into account all areas and activities within our property and the main findings and control measures can be found under each section.

We have made some changes to our bookings which are outlined here:

We are no longer taking one-night bookings, minimum of a 2-night stay (but are honouring bookings that were made prior to lockdown)

We will be providing breakfast as we have the facilities to meet 2m distancing in the breakfast room BUT this will have to be pre-ordered the night before and guests will be allocated a time

We will only be cleaning the bedrooms on the 4th day of stay and rooms will be deep cleaned when guest checks out.

We will aim to leave rooms vacant for 24 hours between guests if possible.

Guests will be required to complete a health questionnaire 24 hours before arrival and return by email if possible. If you have any symptoms of COVID – 19 then please do not travel to the White Horse Guesthouse.

Guests will be required to maintain social distancing at all times, regularly wash hands, use hand sanitiser that is provided at several points within the guesthouse, remember to catch cough, sneeze in a tissue and bin it.

We will no longer be offering tea or coffee on arrival but there are supplies in your room.

Only people staying at the White Horse will be allowed on the premises. At the present time we cannot allow other visitors in.

If you are not happy with these changes we have had to implement, we are happy for you to either cancel or postpone your visit to a later when guidelines may have changed.

The following information gives guests clear procedures to be followed as a result of the risk assessment we have undertaken.

1. Pre – Guest arrival

- Guest to be contacted via phone and/or email explaining new arrangements RE Covid -19 and hygiene requirements
- Guest to complete a health questionnaire for all of their group RE Covid-19 24 hours before arrival and end via email
- Guest to complete form with contact details of all members of their party prior to arrival, can be returned via email or brought with them
- Guest to provide an estimated arrival time in order to be able to stagger check in so that social distancing can be maintained in the car park and reception
- Provide information re parking and asking them to wait in their car if another family are in the car park, unloading their vehicle at the same time.
- Suggest they phone as they arrive in carpark so that reception is ready for them and can avoid touch points of doors.

2. Car park

- We have sufficient car parking space for all our rooms
- If another family has arrived at same time and unloading car etc the 2nd family to remain in car until guests have entered the building.

3. Reception

- If guest can phone from the car park, the front door can be opened for them to avoid touching the bell and staff will be ready to see them in.
- **All Guests to use hand sanitiser on entering the building, which is on table by the front door**
- Staff will be wearing mask and gloves
- Welcome without hand shake
- Surface wipes are available to wipe luggage handles, bells and other touch points
- Only one family group will be allowed into reception at one time to allow for social distancing. Please wait outside until the entrance hall is clear
- Information leaflets have been removed from reception but can request a pack which contains all the leaflets we hold. Please throw this in bin in your room at the end of your stay Staying COVID-19 secure in 2020 poster on display
- Reminders about hand washing, safe distance and catching cough, sneeze etc on display.
- Reception has been cleared of all leaflets and information (these have been packed into wallets and if requested a pack will be given to the guest and they will be asked to place the whole packet in the bin in their room on departure)
- Check in – guests will have been asked via email to complete full contact details of all guests in the party. If not returned via email they will need to complete information on form in their rooms and return it to reception.
- Guests will choose breakfast time allocation. (forms to pre order breakfast will be left in bedroom, to be returned to box in reception before the end of the day)
- If there are 3 or more people in the reception area, 2 or more could be asked to wait in the bar or dining room

4. Handling guest luggage

- In general staff should not carry luggage for guests
- If the guest would have difficulty negotiating the stairs with luggage then help may be given – gloves should be worn and handles wiped before touching. Luggage should be left at the door of room and wipes made available for the guest to use.
- Staff should wash their hands after touching any belongings of the guest.

5. Journey to the room

- Indicate to guest where the breakfast room and bar is.
- If guests have not been before then member of staff can show to room but the staff member will go up the stairs first and once at the top ask guest to follow.
- Rooms will be deep cleaned between each guest and once completed door will remain shut
- Staff must not enter the room or enter into prolonged conversation with the guest.
- If the guest has stayed before then verbal direction to the room is sufficient.

6. Guest Room

- Keys which have been sanitised will be left in your room, along with a welcome note as guest information books have been removed .This will provide most information needed for your stay , frequency of cleaning schedule if more than 4 days , breakfast selection forms.
- All rooms will have deep cleaned prior to new guest arriving using cleaning materials that meet BS EN 2176 and/or BS EN 13697 and all hand sanitiser provided is at least 70% alcohol
- Individual toiletries will be provided but guests will dispose of any half-used bottles, soap, plastic cups, water bottles in bin on departure and tie securely
- If you require any extra tea/coffee/water, etc please ask during breakfast
- If you require a clean cup, please ask at breakfast

7. Room cleaning

- For guests on long stay they will be given a servicing schedule on arrival so that they know when room will be serviced and bedding changed.
- Towels will be changed every 3 days – Clean towels will be left in bags outside the door and dirty towels should be replaced in this bag and left outside door but not to cause a trip hazard
- Rooms will only be cleaned every 4 days Guests may request clean towels etc on days when not being serviced and these will be provided in a bag and guests will be asked to place dirty towels in the bag and leave outside the bedroom door.
- Room servicing will only take place when guests are not in the room which they should indicate that the room is empty by putting the “please make up the room “sign on the door.
- Sheets will be changed on the 4th day of stay (if applicable) and at later stages on a long stay
- Guests asked to place all towels (whether used or not) in black bin bag in room before departing.
- Guests asked to tie up other bin liners and leave outside door during stay. Extra bin liners will be left in bins in room.
- If guests have a lot of extra rubbish, they should ask for additional bin liners.
- If you require any cleaning materials please ask

8. Moving around corridors

- Guests to be aware if others are in the corridor or on the stairs and to wait in a safe area until they have passed.

9. Breakfast service

- Guests will have agreed a time to come to the breakfast room on arrival.
- Guests will have an allocated table for the whole of their stay (it will have their room number on it)
- We are able to offer 2 m distancing in the breakfast room and by using the bar if needed – there are 5 tables in the breakfast room and 2 in the bar.
- Buffet service of cereals, fruit and juice has been removed and will be served from the kitchen. Guests will have to complete a form the night before, indicating what they would like, to cut down on service time.
- Cutlery and crockery will be put out when guests arrive at their table
- Condiments and sugar are in individual sachets and preserves and butter are in individual portions.
- Cooked breakfasts are made to order.
- Guests encouraged to leave the dining room as soon as they have finished eating and not engaging in social conversation with other groups who are not from your household

10. Checking out

- Only one family at a time in reception area (if others come down, they will be asked to wait in breakfast room or bar)
- Payment by card – card machine will be sanitised before guest touches and immediately after (surface wipes are available in reception)
- Payment could be made by BACS the day before leaving
- No cash payment
- Weather permitting front door to be left open from breakfast time to minimise touching as guests go in and out with their luggage
- Keys to be put into box ready for sanitisation when guests leave.
- Surfaces to be wiped as each group checks out e.g. door handles

11. General Cleaning and sanitising

- Surface wipes and hand sanitiser will be available at various points in the guesthouse and guests are encouraged to use them regularly alongside handwashing for 20 seconds
- Surfaces and touch points will be cleaned by staff at regular points during the day
- Kitchen cleaning will follow normal procedures but with enhanced cleaning of hard surfaces and touch points. All crockery and cutlery will be washed on a high intensity dishwasher programme. Table cloths laundered daily
- Laundry – sheets and duvet covers are laundered commercially. Towels and pillowcases are laundered in house at 60 degrees using Daz professional, vanish crystals and an antibacterial liquid.
- Whenever possible bedrooms will be left vacant for at least 24 hours. Rooms will be deep cleaned on the day after the guest has left in preparation for next guests. The only rooms that will be let out the same day are as a result of them being booked before lockdown (guests will be made aware of this, so they option to change dates if preferred). Staff will wear mask, disposable gloves and aprons to clean bedrooms and use disposable cloths. These will be changed between cleaning different rooms.
- Checklist to be used to ensure that **all** high touch spots have been thoroughly disinfected in bedrooms, kitchen and general areas.

GUESTS SUSPECTED OF CORONAVIRUS DURING THEIR STAY

If a guest is displaying signs of the coronavirus (COVID-19) virus while staying in overnight accommodation for a permitted reason, they should inform the accommodation provider, immediately self-isolate where they are to minimise any risk of transmission, and request a test. If they are confirmed to have coronavirus (COVID-19), they should return home if they reasonably can. They should use private transport but only drive themselves if they can do so safely. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority.

The accommodation provider and guest should discuss next steps as soon as possible. If the guest is unable to return home, the accommodation provider and guest should discuss meal and laundry provision, and accommodation providers should consider whether symptomatic guests should clean their own rooms and strip their own beds.

Unless otherwise provided for in the contractual terms of the booking, the guest will be expected to pay the costs of an extended stay in all but exceptional circumstances.

Where a guest in UNABLE to check out , then the following guidelines must be followed.

- The guests must stay in their room and not visit any public spaces.
- Arrangements should be made for meals / food to be provided to the room (without entering the room). Food should be served with disposable plates and cutlery, nothing to be returned to the kitchen .
- Arrangements should be made to ensure guests are able to make requests for service or assistance remotely – via text or phone
- The staff should not provide cleaning or housekeeping services during the stay. Additional room amenities to be left at the door.
- Provide large rubbish bags for disposal of guest rubbish. Guests should keep these in the room (not placed in the corridor) until co-ordinated time for pick up can be arranged.
- Guests should limit visitors to their guest room to medical staff only.
- The guest should contact hotel management prior to checking out/ departure from the hotel to provide an update on their condition.
- If the fire alarm sounds, normal evacuation procedures should be followed, but the guest is to be isolated from other guests at the assembly point.
- Disposable gloves should be used whenever staff come into contact with an item the guest handled
- Where possible provide remote checkout services or other means to avoid the need for guest to check out via reception