



Mulberry Retreat and Leisure Ltd

COVID-19 CLEANING AND OPERATIONAL POLICY

STATEMENT ON WEBISTES, OTAS & CONFIRMATIONS

As a recommendation, any guest who has displayed the following symptoms a; Cough, Fever, Breathlessness, Sore Throat, Headaches within the last 14 days should be recommended to reschedule their visit until they and their household members have been cleared of symptoms by 14 days, unless these symptoms are due to pre- existing medical conditions.

The hotel reserves the right to refuse entry and or cancel reservation if the guest displays such symptoms on arrival for the security and protection of its guests and team members.

HOTEL ENTRANCES AND PUBLIC AREAS

- Social distancing applies everywhere including public areas and outside entrances
- To support the Government's essential emergency measures we are required to monitor the number of people entering our premises and using our lobby to ensure social distancing rules are observed.
- Please help us by respecting social distancing and keep 2 metres (3 steps) apart from others. In some areas there are floor markers to assist with distancing.
- Please do not to congregate in any of our public areas. This includes outside areas of the hotel and at entrances.
- **DISINFECTION STATIONS:** Provide stations at primary entrances and key high traffic areas. ANTIBAC hand gel to be available for all guests to pick up from reception included in the toiletries amenities pack.
- **HOURLY CHECKS** of all wash rooms, cloakrooms, staircases- door handles etc in public areas

RECEPTION

- Where there is a reception desk, team members must remain behind the desk
- For mobile check in, consider a temporary arrangement such as a table or desk
- If a temporary table is not practical, social distancing of at least 2m (3 steps) must be observed. Visible markings on the floor will help team members to ask guests to adhere to this.
- Sneeze screens should be considered to increase separation. These are simple screens which can be bought or made
- Desk tops and Desk Equipment (e.g. keyboard, mouse, PDQ) must be sanitised regularly.
- Don't handle the guests' payment card and always remind them to use contactless and be mindful that payment limit for contactless may have increased
- Rooms to be PRE ALLOCATED based on the lockdown status in the PMS system
- Key Cards Should only be used once- metal room keys should be disinfected with sanitizer prior to each guest using the key
- Guests should be asked to USE CARD PAYMENTS ONLY- PDQ machines should be wiped down with a disinfectant wipe after each guest use.
- Pens to be wiped down with a disinfectant wipe after each guest use- encourage guest to use their own pen when possible. Do not share pens between reception team members and or guests
- Where guests ask for luggage to be stored Reception team member to take guest to luggage store- with guest carrying the luggage- practicing social distancing- ensuring the door handle to the luggage store is wiped with disinfectant before using.
- Receptionist to wear PPE when front facing including a face covering if not behind a screen.

- **DISINFECTION STATIONS:** Provide stations at primary entrances and key high traffic areas. ANTIBAC hand gel to be available for all guests to pick up from reception included in the toiletries amenities pack

BEDROOMS

- **ALL ROOMS LOCKED DOWN ONCE CLEAN- STATUS CHANGE MADE WITHIN COMPUTER SYSTEM SO RECEPTION ONLY ALLOCATE LOCKDOWN ROOMS-**Add an extra measure of assurance by placing a room seal on doors to indicate to guests that their room has not been accessed since being thoroughly cleaned.
- **BEDROOM ENTRY RESTRICTED.** No access will be made to the bedroom during a guest stay. Housekeeping or Maintenance team members will only enter the bedroom on the guests request, to re service the bedroom or fix a reported maintenance issue. If a member of staff has to enter a bedroom whilst the room is occupied the team member will be wearing PPE.
- **KEY TOUCH POINT DETAILED CLEAN IN BEDROOMS:** Extra disinfection of the most frequently touched guests room areas – light switches, door handles, TV remotes and more.

KEY TOUCH POINT DETAILED DISINFECTANT CLEANING

- 1- **SWITCHES & ELECTRONIC CONTROLS**
Lights, Lamps, Air Conditioning Controls
- 2- **HANDLES & PUSH/PULL PLATES**
Doors, Wardrobes, Draws, furniture
- 3- **BATHROOMS**
Toilet Handles & Seats, taps, towel rails, bins, shower screens/curtains
Ammenities- single use only, tissue boxes
- 4- **IN ROOM FACILITIES**
Television, Remote Controls, Telephone, Clocks/Radios, Hairdryer, Coathangers,
Iron & Ironing Boards, Fridges, Heaters, Tea Tray, Glassware

5- *HARD SURFACES*

Tables, Desks, Wardrobes, Headboards,

- **REMOVE ALL COLLATERAL FROM BEDROOMS:** Remove pen, paper and guest directory; supplement with digital or available upon request.

Restaurant, Bar and Food Service

We will be offering rooms service.

The lounge and bar areas, bar stools will be removed and lounge chairs will be placed at 2 meters apart.

- Table service will be offered, signatures for food and beverage are required.
- Table service only- guests will not be permitted to stand at bars
- Tables and chairs will be positioned 2 meters apart where possible
- Menus will be limited
- Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces and shared spaces after each guest use.
- Restaurant and Bars must be closed by 10pm.
- Team members serving will be wearing PPE
- Cutlery, crockery and glassware are cleaned and disinfected after each guest use.
- No buffet service will be permitted

- Open displays of food will not be permitted
 - All team members have been retrained on Food Hygiene Level 1& 2 and H&S Level 1& 2
 - **DISINFECTION STATIONS:** Provide stations at primary entrances and key high traffic areas. ANTIBAC hand gel to be available for all guests to pick up from reception included in the toiletries amenities pack.
- 3 HOURLY CHECKS** of all wash rooms, cloakrooms, staircases- door handles etc in public areas

TEAM MEMBERS

- All team members have been trained in line with COSHH procedures the new cleaning process for hygiene and cleanliness in all areas of the hotel
- All team members have completed recertification of H&S Levels 1&2, Food Safety Levels 1& 2 and Covid 19 Awareness Training in conjunction with Safe Guard.
- All team members and their families have access to COVID-19 testing if they suffer from symptoms- in line with Government testing for Key Workers.
- All team member canteens are closed- with team members taking breaks in designated areas each day that are then deep cleaned. Maximum of 5 people in the designated area at any one time to ensure social distancing is practiced at all times.

- Hotel team members will be provided with the adequate amount of PPE to ensure they can continue to work in a safe way whilst offering true customer service.

Back of House

Social Distancing must be applied in all areas including among team members. Back of house areas including, offices, kitchens, rest areas.

Offices

- Where there are multiple workstations in close proximity, consider separating desks to create more space between them.
- Where there are fewer people in the office at any one time team members can be asked to work from a different workstation rather have fewer staff in one
- Try to have team members at one desk only, discourage sharing of equipment
- ☐ Where possible and in accordance with your hotel policy reservation stations should be 2 meters/ 6 ft. apart.
- ☐ Where possible workstations should not be shared unless sanitized between use.
- ☐ Headsets, telephones and desks including; keyboard, mouse, laptops and stationary should be sanitized before the start of each shift and at the end of each shift.
- ☐ Hand sanitizers should be available at each workstation.
- ☐ Hands should be sanitized before coming into contact with guests/employees including handling letters of confirmation/information and before preparing mail to be posted.

- ☐ If sharing a workstation, a sanitization check list is recommended for before and after shifts. Reservation supervisor is to ensure these logs are being completed daily.

Staff Canteen/Rest Areas

All canteens and rest areas should be closed for service of food. It is OK for these areas to be used for resting during breaks without food but social distancing must be observed. Consider having one table/one chair if possible

- Encourage staff to rest in other areas of the hotel, open up otherwise 'no go' areas such as unoccupied rooms, meeting rooms, etc.

Corridors and Passageways

There will be inevitable passing of each other in narrow corridors and passageways. This momentary social distancing lapse is OK. Just try to observe whenever possible so wait at doors for others to pass and keep close to the side of the corridor so there is as much distance as possible between you.

Special Considerations

Be especially mindful of team members who are in a higher risk groups such as those who have other health conditions

Some may be wearing masks, gloves, etc. This must not replace hand washing and social distancing.

Exercise is allowed outside the hotel and, during authorised breaks, this must not be discouraged, especially for those who work mostly at a desk in a sedentary position.