

# The Hand Hotel



## SAFETY POLICY - COVID 19

In addition to our ongoing Health and Safety Policy and our Risk Assessments. We have introduced a new COVID 19 safety policy. This identifies the specific measures we have introduced for your safety during your stay with us.

### General COVID safety guidelines for all staff and guests, delivery drivers and contractors

- All staff have been trained on the necessary COVID-19 behaviours and protocols.
- Health & sickness policy in place for all staff.
- All staff will undertake temperature checks which are recorded prior to commencement of shifts.
- Hand sanitisers are available for use in all appropriate public places.
- The appropriate HSE COVID-19 signage detailing protocols displayed in public places.
- Regular and enhanced cleaning of public areas with appropriate disinfectant products.
- Social distancing signage and compliance will be observed by staff.
- Contactless payment options available all payment points up to value of £45. Card details that are obtained on booking can be retained for use during guests stay to reduce contact with staff.
- Delivery drivers to contact hotel via reception. Doors or drop hatches will be opened, and then stock will placed in those areas. Drivers are to be instructed to wait at a 2m distance, until stock has been counted and signed for, using the correct PPE equipment to protect.
- Empty barrels are to be rolled up the cellar shaft before the driver arrives to ensure there is no contact. PPE will be used to remove the barrels. Drivers to enter the hotel reception area and the goods will be signed for at the glass screens.
- Mail to be put straight into the mailbox, parcels being delivered to the hotel, will require signature through the screen protection. We will no longer be able to accept mail from guests to post onwards.

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## Specific COVID safety guidelines Hotels/accommodation:

- Breakfast, Lunch, Dinner and drinks served plated to rooms during Phase one.
- Breakfast, Lunch, Dinner and drinks served as plated to tables in Phase two
- Breakfast and dining times to be chosen on arrival to ensure social distancing is maintained.
- Guest rooms are cleaned and disinfected with enhanced cleaning products after each guest's departure. Cleaning is restricted of guests rooms during the guests stay. No cleaning or servicing will be undertaken until departure.
- Remote Controls, Telephones, Lights Switches, Doors, Sinks Toilets, Shower Screens, Shower Taps, Bath Mats, Kettles, heat controls, plugs, menus, and all surfaces and chairs, curtains to be disinfected with enhanced cleaning products on top of standard cleaning.

## Further Safety Measures

- Hand sanitisers provided at the entrances for guest use.
- 2m distance is required by all staff and guests at all times, with exception of when screens are provided.
- Bar Bistro and Breakfast Room, 2 metre distance between tables for Phase Two
- Mobile Ordering for food and drink to your table or Room.
- Corridors and Stairs - Travel signs up and along to keep left, and down and along the corridors or stairs keep to the Left.
- Two persons ONLY allowed in the Toilets at any one time so please be patient. And toilet cleaning monitoring sheets to be placed in our toilets to assure guests they are being regularly cleaned.
- All of our water pipes have been disinfected by Aquatrust to ensure they are safe to drink, clean and wash in.
- We will be required to take details off all guests and customers that use the hotel for contact tracing, please ensure you stay 2 metres from all

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other persons to protect yourself from the need to require contact tracing. We are registered with the ICO and all details will be kept secure and confidential for the period of 21 days.

- Line Cleaning is performed every week to a very high standard for our beers.
- All General areas disinfected regularly, toilet handles, toilets, taps, doors, chairs.
- All condiments and cutlery to be provided on receipt of food and drink.
- Fire Doors to be left open on Automatic Fire Door Closures to decrease the need to touch, but allow safety protocols to be met in case the Fire Alarm is activated they will automatically close.

## **Restaurants/Pubs/ Housekeeping/Reception:**

- All staff provided with the appropriate personal protection equipment, for example - face masks, face shields and gloves. Staff to wash their hands or disinfect every 20 minutes if PPE is removed, and at regular intervals throughout the day if wearing PPE. We would ask guests to ensure they use the hand sanitiser provided at regular periods please.

I hereby confirm that the above is accurate and in place.

Signature: 

Louise Holland Date 23/06/2020  
Managing Director