

## COVID-19 Precautions & Preparations

### Our Commitment to you

**\*\*\*\*Update Saturday 8<sup>th</sup> August 2020\*\*\*\***

**On arrival at the Belvedere Hotel please be aware of the following:**

- **Face masks must be worn in all communal areas of the Hotel (does not include Bar or Restaurant areas).**
- **We will be carrying out a temperature check on all guests.**

### Our Approach

In response to the COVID-19 pandemic we have enhanced our exacting standards to a new level across all aspects of our hotel operations. The changes we have implemented are based on the guidance we have received from HM Government, Public Health England, and the National Health Service, supported by industry specific advice from UK Hospitality. We can confirm that we have complied with the government's 'COVID-19 Secure' guidance on managing the risk of COVID-19 in the workplace. Due to the constantly changing nature of this guidance and advice, our internal operating practices and protocols will be continuously reviewed and immediately updated. The information detailed below may therefore change without notice. As we are managing a Public Health issue, we expect the full support and co-operation of all our guests, our staff and our service suppliers. Only through our collective efforts can we successfully combat the spread of COVID-19 and keep each other safe and healthy.

### General Practices & Protocols, Enhanced Cleaning & Disinfection Policies

#### Our Staff

- Staff will be required to certify, on arrival to work, that they have no Covid-19 symptoms.
- Staff will be required to stay at home if unwell
- Staff will be required to wash their hands (or use hand sanitiser) every 20 minutes
- Staff will be required to follow official guidance on self-isolating
- Staff will be required to wear PPE as appropriate
- Staff will follow a policy of no physical contact and maintain physical distancing, wherever possible

#### Our Valued Guests

- You will be asked to complete a pre arrival reception form and health declaration and return it prior to arrival
- If you are showing any Covid-19 symptoms, please stay away and we will be happy to rearrange your visit or provide a refund
- If you are showing any Covid-19 symptoms on arrival, unfortunately, you will be declined entry and your deposit refunded or your stay re-scheduled.

- Please respect the social distancing measures in place
- We have cleaned your bedroom with extra care and sanitised it
- To minimise contact Housekeeping will not refresh your room during your stay; hospitality and linen supplies are available from Reception
- We have placed individual amenity bottles in bedrooms, please feel free to take any away that are partly used as they will be disposed of when you depart
- Please use your bedroom toilet rather than toilets in public areas
- Please wash your hands when returning to your bedroom
- Payment in advance or cashless payment on arrival is requested to minimise reception interaction

### **Our Hotel & Clubhouse facilities**

- The highest food safety standards will continue to be maintained
- Physical distancing measures will be in place in all public areas
- Where practicable to do so a one-way system will be implemented
- Our Lift will only be available for use by prior arrangement with management
- Signage will be displayed in all public areas to reinforce social distancing message
- An enhanced cleaning programme, in public areas, with an increased frequency in disinfection of high touch areas
- Hand sanitising stations will be provided at all main entrances
- Additional disinfection will be in place for high touch room and bathroom areas (Door handles, TV Remote, Kettles, etc.)
- All linens and towels sanitized in high temperature wash.
- Our restaurant, we will only be accommodating a maximum of two households per table. If you are from more than two households, you will have to sit at separate tables to accommodate the guidelines set by UK Government
- We have reduced the number of tables in the dining rooms and expanded our outdoor spaces
- We have established strict table/chair sanitisation procedures between guest seating periods
- We have suspended all buffets.
- Pre booking of breakfast and evening meal times to ensure social distancing measures can be accommodated
- Breakfast will be available from an a la carte menu
- Individual sachets of sauces, etc. will be provided
- Cashless payment methods encouraged and preferred

### **COVID-19 Precautions & Preparations - Our Commitment to you**

Our Head of Facilities and House and Hotel Manager are responsible for all aspects of our 'COVID-19 Secure' operating plan. You can contact our Management at any time prior to, and during your stay, should you have concerns related to this or any other matter.