

GWESTY TY NEWYDD COVID-19 ACCOMMODATION POLICY

HOTEL ENTRANCES AND PUBLIC AREAS

- All Hotel Guests must report to Reception to sign in.
- 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 to keep in line with NHS Track and Trace we will ask for the name and contact number of the one member of each party.
- 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 congregate in any of our public areas. This includes outside areas of the hotel and at entrances.
- **DISINFECTION STATIONS:** Hand Sanitiser are provided at primary entrances and key high traffic areas, for instance, a station to allow guests to sanitise their hands prior to using the lift.
- **HOURLY CHECKS** of all washrooms, cloakrooms, staircases - door handles etc in public areas
- **CORRIDORS AND PASSAGEWAYS** - A one-way system has been put in place when possible to minimize the risk of contact, however there may 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.

RECEPTION

- All customers must report to Reception to sign in, this includes hotel guests, restaurant and bar customers.
- Temperature checks upon arrival for peace of mind for everyone in the hotel.
- Check in and checkout time have now been changed to allow ample time for housekeeping members to clean and sanitise guests' rooms and surrounded areas.

Check in times will now be from **4pm** – guest will be able to check in prior to arrival with our online check in system.

Check out time will be **10am** – giving our team members time to utilise our antiviral fogging machine, clean and sanitise all guest rooms appropriately.

- 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 have been placed in Reception to increase separation.
- Desktops and Desk Equipment (e.g. keyboard, mouse) will be sanitised regularly
- Accommodation payments will be paid 24 hours prior to arrival.
- Key will be sanitised prior to guest using the key.

LIFTS

- In line with Government Guidelines on applying social distancing we would like to remind all our guests that there should not be more than 1 person per lift, unless you are from the same room.
- **DISINFECTION STATIONS:** Hand Sanitiser are provided at primary entrances and key high traffic areas, for instance, a station to allow guests to sanitiser their hands prior to using the lift.

BEDROOMS

- **ALL ROOMS LOCKED DOWN ONCE CLEANED-** There will be no entry by any team member once housekeeping are finished cleaning and sanitising all rooms.
- **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 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, and the guest will be asked to leave the room so social distancing can be maintained.
- Housekeeping option that allows guests to request delivery of additional toiletries, towels, linens or tea & coffee without having a housekeeper enter the room. Guests will be asked to fill in a provided list of essential items and place on the door handle outside their door before 10am each morning.
- **BED LINEN –** Guests are asked to remove all bed linen on departure.
- Changes in breakfast offerings, we will be replacing our breakfast buffet with table service.

CLEANING

1 **HIGH TOUCH SURFACES –** Handles, Push/Pull, remote control, switches, and high contact furniture e.g. lamps.

2 **BATHROOMS -** Toilet Handles & Seats, taps, towel rails, bins, shower screens/ curtains, tissue boxes.

3 **IN ROOM FACILITIES -** Television, Remote Controls, Telephone, Coat hangers, Tea Tray & Glassware

4 **HARD SURFACES -** Tables, Dressing tables, Wardrobes, Headboards

- **REMOVE ALL COLLATERAL FROM BEDROOMS:** Removal of non-essential amenities from guest rooms and lounge areas (including magazines, decorative pillows, bed throws, hairdryers) to minimize potential areas of exposure and focus cleaning on essentials.
- **DISINFECTION STATIONS:** Provide stations at primary entrances and key high traffic areas. One is available outside the door to the lift on each floor. Guest are advised to use hand sanitiser prior to entering the lift.