



Coronavirus (Covid-19) Summary of actions

A brief summary of some of the key actions we have taken to protect our guest and staff at the Winnock Hotel. A full copy of our Risk Assessment is available on request.

Our safety procedures will be reviewed and refreshed as Government guidance changes.

- All staff will be issued with appropriate levels of PPE each day. Managers and Front of House staff wearing full face visor shields, Housekeepers have face masks, vinyl gloves and aprons (changed after servicing each room.) and Chefs, Kitchen Porters and Maintenance staff wear face mask and vinyl gloves.
- All staff retrained in line with current guidance and housekeepers have all achieved certificates in "Coronavirus (Covid-19) Awareness".
- "We're Good to Go" certification from VisitBritain.
- Every dining room has been set out with distancing of either 1m or 1.5m to offer flexible dining options and comfort for guests. Additional dining space has been created to extend our beer garden and creation of a new Courtyard dining area, all offering a minimum of 2m distancing between tables.
- Dining areas have table service only, with a Food Ordering App and Contact Tracing App.
- Perspex screen erected at reception to allow face to face conversations without facemasks and so that all guests can be greeted with a smiling face.
- 15 Sanitising stations installed at entrances, reception, bar, toilets, dining areas and hotel corridors. All clearly signed and offering sanitising gel with a minimum of 70% alcohol.
- Public areas and toilets sanitised every 30 minutes. Locks added to toilets to ensure single use and allow additional sanitising at high volume times.
- Bedrooms have the 5 key critical touch points, including, Switches, Handles, Remotes, Toilets and High Contact Furniture. All items sanitised and labelled.
- Bedrooms will be sealed after sanitising. Guests should not enter if the seal is either, not there or damaged.
- Bedroom entry restrictions. No entry will be made to a room during a guest stay. Housekeeping and maintenance will only enter on request, to service a room to fix a maintenance issue. Staff members will be wearing full PPE and the guest will be asked to vacate to ensure social distancing
- All staff members are temperature checked before each shift. We will continue to monitor the health of our team and guests. Any of the team, or someone in their household with symptoms, will be told to self-isolate for 14 days. Guests showing symptoms will be asked to check-out and go home if possible, or offered the option to self-isolating for 5 days at the hotel.