

## Y TALBOT POLICY COVID-19

We have reviewed all aspects of the business, in line with recommendations and guidance from the W.H.O, British Hospitality and Public Health England/Wales so we can protect our customers and team members so we can welcome you back. These measures include but are not limited to:

Updating systems of work to enable Social Distancing whenever possible - 2 Meters distance between our Front of House staff and our guests at Reception, Public Areas and Corridors

A complete review of our housekeeping protocols for bedrooms and public areas with enhanced levels of sanitisation introduced, with specific focus on:

- Critical Touch Point Cleaning - including, handles, switches, remote controls, and high contact furniture
- A review on 'in room' offerings, such as pens, pads, etc. • Enhanced cleaning practices in conjunction in all public areas and washrooms.
- All staff members will be provided with the relevant PPE

We will be undertaking intensive preparations and cleaning to ensure Y Talbot is ready to welcome everyone back. Because of the nature of the situation, we know that this is an ongoing process and we will be reviewing and updating our policies and procedures in line with government announcements and public health guidelines to ensure we follow industry best practice.

### HOTEL GUESTS

We will email an information sheet to hotel guest with each reservation which covers all the steps taken by the hotel for safety and sanitisation, where to check in and the check in procedure, along with the new operational protocols for restaurants, bars, garden and housekeeping procedures in place for the duration of the COVID-19 restrictions.

All hotel guests will have their temperature taken, and will be asked to book a table before arrival as we will be operating a booking system. We also ask hotel guests to use the toilet in their room if possible. Guests will also receive advice on what to do if you are experiencing symptoms, if a guests temperature exceeds 38.5°C on arrival, they will be asked to leave and will not be permitted to stay. If guests are experiencing any symptoms they should not travel to us and if symptoms occur having arrived they should notify reception and leave as soon as possible.

Free cancellation - No charge will be made for cancellations at any point.

### HOTEL ENTRANCES AND PUBLIC AREAS

Staff and hotel guests will have their temperature checked on arrival.

Social distancing applies everywhere including public areas and outside entrances.

We have introduced measures to monitor the number of people entering our premises and using our reception to ensure social distancing rules are observed.

Please help us by respecting social distancing and keep 2 metres away from others. In some areas there are barriers to assist with distancing.

Please do not congregate in any of our public areas. This includes outside areas of the hotel and at entrances.

We will provide sanitisation stations at primary entrances and key high traffic areas.

Hourly sanitation of all public toilets, staircases and high touch points in all public areas.

## RECEPTION

Guests will be given a welcome pack containing their room key and information regarding social distancing requirements, updated policies and the receptionist management host will confirm reservation times for breakfast time and/or dinner and whether your preference is for an emailed or delivered bill for check out the next morning.

A duty manager will be stationed in reception to assist any guest with check in, enquiries, etc and to ensure social distancing of at least 2m is observed.

Perspex screens will be placed on reception to increase separation.

Desktops and desk equipment will be sanitised regularly

We will not take cash. We will encourage contactless payments where possible and the PDQ will be wiped down with a disinfectant wipe after each guest's use where this is not possible.

Rooms will not be available until 3pm to allow for enhanced cleaning and sanitation.

Key Cards will be sanitised after each guests use and wiped with a disinfectant wipe before issue.

Pens to be wiped down with a disinfectant wipe after each guest use. We will not share pens between reception team members and or guests.

Guests who require luggage assistance, we respectfully ask the guest to wait in reception whilst the luggage is brought to the room. The staff member will wear a new pair of gloves

Duty Manager to wear a face visor.

We will provide sanitisation stations at all entrances and key high traffic areas.

## CHECK OUT

Check out will be available from 8am at reception.

All final bills can be emailed to guests on the morning of departure, but we can also provide a paper copy if preferred.

We ask guests to respond to their agreement of accuracy. We will then charge the pre authorised card provided on arrival. If guests have any questions on the bill we will ask guests to email or speak to reception.

Due to the increased time taken to clean a room and to aid efficiency, guests will be asked to check out by 11am.

## BEDROOMS

All rooms will be sealed after being checked by the housekeeping team. No access to the room will be permitted after cleaning.

Bedroom access will be 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 guest's request, to service the bedroom or fix a reported maintenance issue. We respectfully ask guests not to be present in the room during this time.

The hotel will be offering a "Housekeeping Light" service where no one will enter their room for the duration of their stay. If any items are needed they can be requested from reception. A traditional housekeeping service will still be available, but guests cannot be in the room whilst room attendants are servicing the rooms. This should be requested at check-in, tea and coffee etc. will also be provided at reception.

If a member of staff has to enter a bedroom whilst the room is occupied the team member will be wearing PPE.

We will remove all peripheral amenities from bedrooms i.e. blankets, cushions, guest folder, coffee, tea. However these will be offered to guests upon arrival at reception.

All non-disposable in-room glassware, crockery, etc. will be processed in dishwashers operating a rinse cycle of 82°C.

Vacuum Cleaners: We will replace the dust bags every four days, regardless whether they are full or not.

Bins: We will disinfect bins with appropriate anti-microbial cleaning agent.

Ventilation: Each time a bedroom is serviced we will ensure it is ventilated by opening window(s) for a prolonged period of time.

If a guest shows symptoms or becomes ill during their stay they must notify the duty manager immediately, see guidance from the Welsh Government.

## FOOD AND BEVERAGE SERVICE

Table service only- guests will not be permitted to stand at bars, in the garden or public areas.

Tables and chairs will be positioned to adhere to social distancing guidelines.

No children under 8 years' old unless in a pram/pushchair.

Children to be seated at all times.

No tables of more than 10 people from 2 households.

We will operate a booking system for all meal times, including breakfast.

We will exclusively provide table service for breakfast, lunch and dinner.

Menus will be limited in order for food to be produced in a socially distanced manner in our kitchens. This will in no way impact on the quality of food on offer and we will still be able to facilitate adapted menu items for specific dietary requirements.

Menus: We will replace our conventional menu folders with single use menus.

Increased frequency of cleaning with high grade disinfectants and sanitiser on all high-touch surfaces and shared spaces after each guest use.

Team members serving will be wearing face visors when social distancing isn't possible. i.e table service.

All tables and chairs will be sanitised after use. Tables vacated but not cleaned cannot be used under any circumstances.

Cutlery, crockery and glassware will be cleaned in dishwashers operating at a rinse of 82° C.

All staff have been trained in food hygiene, health and safety awareness and have covid 19 specific training. This will be updated as guidelines change.

Hourly checks and sanitation of all public toilets, cloakrooms, staircases, door handles etc in public areas.

## GARDEN

Pre-booking of tables is mandatory. Guest details must be provided when booking a table in the garden and we cannot guarantee the weather.

Table service only and no standing.

Social distancing of 2 or more metres to be observed at all times.

Tables must not be moved.

No children under 8 years' old unless in a pram/pushchair.

Children to be seated at all times with responsible adult.

Tables to be sanitised after each use as per indoors.

## BEST PRACTICES - BACK OF THE HOUSE

Temperature check: We will enforce mandatory temperature checks on all staff before entering the building. Any staff member displaying/or suffering from covid 19 symptoms will be asked to return home and contact their local doctors surgery or contact 111.

Hand sanitisation: Our staff will use hand sanitiser before and after clocking in to work.

Social distancing: Our staff will always be instructed not to engage in unnecessary conversations and apply social distancing regulations.

Personal Protective Equipment PPE: Staff will be given PPE as indicated by Company Policy and/or public health guidelines; Managers/Supervisors will monitor the proper use of PPE; PPE to be replaced and disinfected as required.

Social distancing: Front of house, kitchen and housekeeping departments will keep separate as far as possible; all colleagues will comply with the 2m social distancing rules.

Hand washing & sanitisation: All our colleagues advised to enforce hand hygiene, coughing etiquette and respiratory hygiene.

Windows: All our windows leading directly to the outside are where necessary and possible being fitted with insect screen and kept open for ventilation.

Wash hand basins (WHB): WHB will be fully equipped with necessary utilities; Hot water, bactericidal liquid soap and hand dryers. We will also ensure that all our bins are lidded pedal-operated and lined.

Alcohol hand-rub: Alcohol-rub will be affixed at strategic points.

Personal Hygiene Posters: We are displaying prominent signage, affixed in conspicuous areas including notice boards reminding colleagues to enforce strict cough etiquette, hand washing and hand sanitisation.

## OFFICES, WORKSTATIONS

Alcohol hand-rub: We will ensure that alcohol-rub will be affixed at strategic points.

Social distancing: We will rearrange our offices to apply to social distancing regulations;

Key high-touch points: Frequently touched surfaces will be disinfected regularly, e.g. tables and chairs, door handles, light switches, telephones, keyboard, mice, printer/copier/scanner, etc.

Meetings: We will move furniture and chairs to apply to social distancing regulations; alcohol handrub will be readily available; we will ensure proper ventilation e.g. open door / window if meeting lasts for more than 30 minutes

## DELIVERY AND RECEIPT OF GOODS

Receiving: Our team will continue to observe excellent respiratory and hygiene standards as well as social distancing guidelines.

Receipt of goods: In line with HACCP standards, any food transported in dirty containers or dirty vehicles will be rejected. Different suppliers will not be allowed to unload their products at the same time; in order for distancing to be observed.

Alcohol hand-rub: We provide alcohol-sanitisers in our delivery area for colleague and supplier use.

Cleaning and sanitation: Our goods receiving area will be cleaned and disinfected at regular intervals.

Cleaning of delivered goods: All food packaging items will be sanitised using appropriate cleaning agents, before being moved into refrigerators and/or freezers, where possible outer packaging to be removed on unloading.

## KITCHEN & STEWARDING

Sanitation: Our kitchens will continue to be sanitised at regular intervals as dictated by hotel cleaning schedules and local authority guidelines.

Social distancing: We will limit the number of staff to the minimum required; Our colleagues will be organised into teams to reduce interactions between individual colleagues; Workstations, where possible, will be placed in such a way that colleagues are not facing each other and can maintain appropriate social distance.

PPE: All our colleagues wear disposable masks, gloves as dictated by Public health guidelines, our HACCP plan and cleaning chemicals MSDS.

Menu planning: Initially we will run limited menus for quality assurance and to allow for lower staff levels due to social distancing guidelines and practicalities.

Disinfection of food equipment, utensils and tools: We continue to clean and disinfect key high touch points e.g. food equipment and food contact surfaces including chopping boards as dictated by the Company HACCP. All implements will be washed in a dishwasher with a rinse of 82°C this will be monitored and recorded in our HACCP monitoring records throughout the day.

## HOUSEKEEPING

Social distancing: Our colleague working practices have been amended in such a way that colleagues can maintain appropriate social distances, e.g one housekeeping team member per room/housekeeping section.

PPE: All our colleagues will wear disposable masks and gloves when processing soiled linen.

## WHAT WILL HAPPEN IF A VISITOR, CUSTOMER OR MEMBER OF STAFF DISPLAYS SYMPTOMS OR TESTS POSITIVE FOR COVID-19?

If a member of your staff or customer develops COVID-19 symptoms, then they should self-isolate immediately and **apply for a free COVID-19 antigen test.**

If you are operating accommodation and a customer starts displaying symptoms of COVID-19 whilst staying at your premises, then they (and anyone travelling with them) should return home as quickly as possible, if well enough to do so. They must use the most direct route, and should not use public transport. They should then self-isolate immediately and follow the **self-isolation guidance.** The person with symptoms should **apply for a free COVID-19 antigen test,** preferably at a convenient location close to their home as soon as possible.

Visitors booking a stay in Wales should consider the cost implications around developing COVID-19 symptoms before making their booking. If they travel to the accommodation using public transport, they will need to consider the requirement to organise private transport to return home if they develop symptoms. Or they must be prepared to cover the cost of extending their stay and self-isolating in the accommodation if they are not well enough to travel or cannot organise private transport home. If a visitor is unable to

return home on developing symptoms, then they should **order a test** from their accommodation.

If a visitor, customer or member of staff tells you that they have tested positive for COVID-19, then they must follow the **contact tracing guidance** that will be provided directly to them by the NHS Wales Test, Trace, and Protect service. The service will contact them as soon as they receive a positive test.

### **What can I expect if my business is contacted by the NHS Wales Test, Trace, Protect service?**

The NHS Wales Test, Trace, Protect service will only contact your business through the service if more than one visitor, customer or member of staff has received a positive test for COVID-19 and the outbreak is potentially linked to your premises.

- Calls will only come from this number: 02921 961133.
- If you miss a call from the service, you will be called again the following day. You will not receive a voicemail, but if you ring the number back you will hear a message confirming that you were called by the NHS Wales Test, Trace, Protect service. Calls from this number are outbound only, so you will not be able to speak to a contact tracer and will need to wait for a call back the following day.
- You will be asked if you want to provide information over the telephone or via the NHS Test, Trace, Protect service website. If you choose to provide information via the website, a secure one-time code will be texted to you with the link to the form you need to complete. If you cannot use the website, your information will be taken over the telephone.

You may be asked to provide the following information you have collected for the purposes of supporting the NHS Wales Test, Trace, Protect service:

#### **Staff**

- The names of staff who work at the premises.
- A contact telephone number for each member of staff.
- The dates and times that staff are at work.

#### **Customers and visitors**

- The names of customers or visitors, or if it is a group of people, the name of one member of the group - the 'lead member'.
- A contact telephone number for each customer or visitor, or for the lead member of a group of people.
- Date of visit and arrival and departure time.

You will not be asked for any financial information, bank details, passwords or any other data not covered above. If you have any doubts then you should not provide the information. For more information on **staying alert to scams**.

### **What steps will the NHS Wales Test, Trace, Protect service take to minimise transmission if a potential outbreak on your premises is identified?**

If there is more than one case of COVID-19 potentially associated with your business, the NHS Wales Test, Trace, Protect service will decide on a case-by-case basis what follow-up action to take. They will:

- undertake a risk assessment
- provide public health advice
- Where necessary, establish a multi-agency incident management team to manage the outbreak.

Depending on the circumstances and the length of time that has elapsed, this could include arranging for staff who work for you to be tested (regardless of whether they are displaying symptoms or not), asking them to take extra care with social distancing and/or - in some circumstances - asking them to self-isolate. Your staff will be included in the risk assessment, and the NHS Wales Test, Trace, Protect service will advise what they should do. Should they need to self-isolate, they can review our **contact tracing guidance and support**.

You may be asked by the service to share your visitor/customer log to identify any other people who could have come into contact with the **individuals who tested positive for COVID-19** up to 2 days before symptom onset, in order to help identify 'clusters' i.e. where multiple cases appear to point back to a common location and time period. Any customers and visitors identified as **confirmed contacts** of the infected cases will be followed up separately by the service.

Your regional Test, Trace, Protect team will take into account additional circumstances surrounding the potential outbreak. It is unlikely that a contact will be identified if the following are implemented correctly:

- Personal Protective Equipment (PPE)
- Protective screens used on your premises
- Adherence to the 2m distancing rule

If an outbreak has been identified as originating on your premises, a rapid response team will be assigned to gather information about the outbreak and support your business.