

## 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 that we can welcome you back whilst protecting our customers and team members.

These measures include but are not limited to:

Ensuring 2 metres Social Distancing whenever possible - 2 metres distance between our Front of House staff and our guests at Reception, Public Areas and Corridors.

Guests are served at the table only, tables are at least 2m apart and good ventilation is maintained in all indoor areas.

Staff will wear masks at all times and guests must wear masks whenever they are not seated. Standing is not permitted except when entering or leaving or visiting conveniences.

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

- Critical Touch Point Cleaning - including, handles, switches, remote controls, and high contact furniture
- Enhanced cleaning practices in conjunction in all public areas and washrooms.
- All staff members will be provided with the relevant PPE

Because of the nature of the situation, 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 hotel guests before their arrival explaining the steps taken by the hotel for safety and sanitisation, check in procedure, and a link to this policy.

Guests 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. 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

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.

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.

We will regularly clean/sanitise all public toilets, staircases and high touch points in all public areas.

## RECEPTION

On check in the duty manager will confirm reservation times for breakfast and dinner and whether your preference is for an emailed or delivered bill for check out the next morning.

Desktops and desk equipment will be sanitised regularly

Payment by card rather than cash is preferred.

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.

Guests who require luggage assistance, we respectfully ask the guest to wait in reception whilst the luggage is brought to the room.

All staff will wear a face mask.

## 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 their bills for accuracy. 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

No access to the bedrooms will be permitted after cleaning following a guest's departure.

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.

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

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

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.

## APPENDIX

### 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 a customer starts displaying symptoms of COVID-19 whilst staying at Y Talbot, 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 tests 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. 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.

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.
- A contact telephone number for each customer or visitor.
- Date of visit and arrival and departure time.

#### **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)
- 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.