

The Horsehoe Guest House  
Church St,  
Rhayader  
LD65AT

1st July 2020

### **COVID-19 Policy and Risk Assessment**

This COVID-19 policy and risk assessment document has been produced for the protection and safety of staff and guests whilst residing or staying at The Horseshoe Guest House. The procedures and information within this document has been produced in line with current UK Government guidelines for COVID-19. More information on COVID-19 can be found on the official government website [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

All procedures and information detailed within this policy and risk assessment have been implemented with immediate effect as of 1st July 2020.

The procedures and content of this policy and risk assessment may change in future alongside any future UK Government guideline amendments or updates.

### **Social Distancing**

The social distancing measures set out below must be practiced at all times. The below measures are in place for the safety, protection and welfare of all guests and staff.

#### **1. Reception Area / Stairs & Hallways**

1.1 Only one guest permitted in the reception area at one time.

1.2 Guests are advised and requested to stay in their own room or return to their own room if stairs or hallways are in use by another guest. Once the other guest has vacated the area then you should then proceed to use the stairs or hallway when clear.

#### **2. Outside Areas - Car Park / Garden & Smoking Area**

2.1 Guests are required to stay inside their own vehicle or practice a 2 meter social distancing if another guest is in the car park area at the same time.

2.2 Table in the garden area should not be shared with another party.

2.3 Guests are advised and requested to maintain a 2 meter social distance at all time whilst using the garden and smoking area.

#### **3. Breakfast Room**

3.1 Only three separate sets of guest will be having breakfast service at any one time.

3.2 Three breakfast tables are spaced over 2 meters apart

3.3 Guests are advised and requested to maintain a 2 meter social distance at all times whilst using the breakfast room.

## **2 Guest Procedures**

The guest procedures below have been implemented with immediate effect for the safety, protection and welfare of all guests and staff residing or staying at The Horseshoe.

### **1. Pre Guest Arrival**

1.1 All guests will be requested and encouraged to read our COVID-19 policy and risk assessment on our website [www.rhayder-horseshoe.co.uk](http://www.rhayder-horseshoe.co.uk) - COVID-19riskassessment

1.2 Any guest concerns or questions regarding our COVID-19 policy and risk assessment should be sent via email.

1.3 All guests must give notice of approximate arrival time on date of check in.

### **2. Guest Arrival and Reception**

2.1 At least a one hour time delay between individual guest arrival times.

2.2 All Guests must park in allocated marked car park spaces.

2.3 Guests are required to stay inside their own vehicle or practice a 2 meter social distancing if another guest is in the car park area at the same time.

2.4 Only one guest is permitted in the reception area at any time.

2.5 All Guests are responsible for moving and handling their own luggage. No staff or other guests are permitted to handle luggage at any time.

2.6 Guest registration cards will be required to be completed inside the guest's room. Registrations cards to be completed and returned to a designated area. Unless details held through online booking.

2.7 An automatic Hands Free Hand Sanitiser is at reception. All guests are encouraged to use as often as possible.

2.8 No leaflets, brochures or complimentary items will be available from the reception area. These are available on request.

2.9 Front door bell, door handles, frame work and hard surfaces to be cleaned regularly and periodically using 'Uni-Wipes' clinical wipes.

### **3. Guest Rooms**

3.1 No members of staff can enter a guest room whilst a guest is present in the room. Guests must leave the room for any staff member to attend.

3.2 There will be no daily room servicing during a guest stay. 3.3 Guests requiring clean towels can notify staff. The dirty towels are to be returned at the same time.

3.4 Guests can request room tray replenishments during breakfast service.

#### **4. Guest Breakfast**

4.1 Guests are required to order their breakfast from the menu the day or night before

4.2 Guests will be given the choice of time slot for their breakfast service

4.3 Only three separate sets of guest will be having breakfast service at any one time.

4.4 Three breakfast tables are spaced over 2 meters apart

4.5 No buffet breakfast will be available. Strictly table service only.

4.6 Guests are requested that once seated they do not leave their table. Any requirements or needs will be attended to by staff straight away

#### **5. Guest Departure**

5.1 Guests are requested to give an approximate time of departure the day or evening before their departure day.

5.2 Only one guest is permitted in the reception area at any time.

5.3 All Guests are responsible for moving and handling their own luggage. No staff or other guests are permitted to handle luggage at any time.

#### **6. Guest Payments**

6.1 Where possible guests will pre-pay via internet booking.

6.2 Card machine preferred method of payment on arrival.

6.3 Cash is not preferred.

#### **Cleaning and Housekeeping**

The cleaning and housekeeping procedures below have been implemented with immediate effect for the safety, protection and welfare of all guests and staff residing or staying at The Horseshoe.

##### **1. Reception Area / Stairs & Hallways**

1.1 A Hand Sanitiser is in reception. All guests and staff are encouraged to use as often as possible.

1.2 'Uni-Wipes' Clinical wipes will be used for front door bell, door handles and frameworks and hard surfaces.

1.3 All door handles, light switches, rails and hard surfaces to be wiped with 'Uni-Wipe' Clinical Wipes every 2 hours or as necessary.

1.4 All hard floor areas mopped with 'Flash Speedmop Trap and Lock' Wet Cloths daily

1.5 All staff to wash hands as regularly as possible for at least 20 seconds.

## **2. Guest Rooms**

- 2.1 No guest rooms will be cleaned until guest has fully departed
- 2.2 On guest departure all rooms will undergo a deep clean. This includes sanitise bathroom, light switches, sockets, handles, drawers, wardrobes, keys, remote controls and pens.
- 2.3 All hard floor areas mopped with Flash Speedmop Trap and Lock Wet Cloths.
- 2.4 All cups, saucers and cutlery to be dishwasher cleaned on intense program wash.
- 2.5 All laundry to be washed at 70 degrees with 'P&G Professional Ariel Pods' and 'Vanish Platinum Oxi Action Crystals'.
- 2.6 All rubbish to be double bagged and taken straight to outside refuse area and disposed of. 2.7 All staff to wash hands as regularly as possible for at least 20 seconds.

## **3. Breakfast Room**

- 3.1 On guest departure from the breakfast room, the table will undergo a deep clean. This includes sanitise table and chairs. Replace the table cloth, cutlery and utensils for pre cleaned fresh set.
- 3.2 All plates, glasses, cups, saucers and cutlery to be dishwasher cleaned on intense program wash.
- 3.3 All door handles, light switches, rails and hard surfaces to be wiped with 'Uni-Wipe' Clinical between each service.
- 3.4 Breakfast room floor mopped with Flash Speedmop Trap and Lock Wet Cloths after each service.
- 3.5 All staff to wash hands as regularly as possible for at least 20 seconds.

- 4. Kitchen 4.1 All work surfaces and including cooker, microwave, fridge, draw and cupboard handles to be cleaned with 'CleanPro+ H2FA' before, during and after use of the kitchen.
- 4.2 All kitchen utensils to be regularly cleaned and sterilised during service. Then into the dishwasher on high intense wash after service is complete.
- 4.3 On arrival back to the kitchen all plates, glasses, cups, saucers and cutlery to be load straight into the dishwasher and cleaned on intense program wash.
- 4.4 Kitchen floor mopped with 'Flash Speedmop Trap' after service is complete.
- 4.5 All staff to wash hands as regularly as possible for at least 20 seconds. 4.6 Only staff permitted into the kitchen to prevent any contamination.

## **5. Laundry**

- 5.1 All guest laundry to be washed at 70 degrees with 'P&G Professional Ariel Pods' and 'Vanish Platinum Oxi Action Crystals'.
- 5.2 All laundry will be washed same day as removal.
- 5.3 All laundry to be contained in laundry room with door closed at all times.

## 5 Staff PPE

Staff PPE procedures below have been implemented with immediate effect for the safety, protection and welfare of all guests and staff residing or staying at The Horseshoe Guest House.

The following PPE will be worn by all staff members when in contact with guests:

1. Disposable gloves
2. Disposable aprons

### **Areas in which the above PPE will be worn:**

1. Guest arrival & Check in and Guest departure
2. Attending guest room for an issue or enquiry
3. Breakfast - Kitchen and Breakfast Room
4. Cleaning Guest Rooms
5. Whilst collecting and doing Laundry

Staff Procedures Staff procedures below have been implemented with immediate effect for the safety, protection and welfare of all guests and staff residing or staying at The Horseshoe Guest House.

- 1.1 All staff have read and understand the Horseshoe Policy and Risk Assessment.
- 1.2 All staff have read and understand UK government COVID-19 guidelines.
- 1.3 All staff to practice 2 metre social distancing where possible.
- 1.4 All staff to wear PPE (as per Staff PPE section) at all time whilst with guests.
- 1.5 All staff to wash hands as regularly as possible for at least 20 seconds.
- 1.6 All staff clothes to be washed at the end of each day.

## **6 Guests Suspected of Coronavirus During their Stay**

If a guest presents themselves with symptoms of COVID-19 or is asymptomatic but declares the need to self-isolate, the guest will be advised to check out and return home to self-isolate according to current UK Government guidance.

If the guest shows acute symptoms, has breathing difficulties or their life is at potential risk, seek medical help immediately.

### **Where a guest is UNABLE to check out, then the following guidelines must be followed:**

- 1.1 The guest must stay in their room and not visit any public spaces

1.2 Arrangements should be made for meals / food to be provided to the room as per protocols previously stated or use of local food delivery services. Food should be served with disposable plates and cutlery, nothing to be returned to the kitchen.

1.3 Arrangements should be made to ensure the guests are able to make requests for service or assistance remotely (e.g. via telephone or text).

1.4 No cleaning or housekeeping services during the stay. Any room amenities to be left at the door.

1.5 Provide large rubbish bags for disposal of guest rubbish. Guests should be informed to keep the rubbish bags in the room (not placed in corridor) until a coordinated time for pick-up is arranged.

1.6 Guests should limit outside visitors to their guest room to medical personnel only.

1.7 Guests should contact staff prior to check out & departure to provide an update on their condition

1.8 If the fire alarm sounds, normal evacuation procedures should be followed, but the guest is to be isolated from other guests at the assembly point.

1.9 ALL PPE should be used whenever staff come in contact with an item the guest has handled.

1.10 Where a guest stay is extended beyond original booking, guests will be required to cover the cost of all additional nights stayed plus any costs incurred by The Horseshoe Guest House to relocate any other guests.

Bedrooms after a suspected contamination - DO NOT allow anyone to enter the room for 72 hours to significantly reduce the risk of the virus surviving on surfaces including soft furnishings which can't be disinfected easily. If you do this, current UK Government guidance is that you can follow normal room cleaning regimes, as detailed above.