



How are you looking after the safety of your team?

- Training for everyone on social distancing and hygiene standards
- Job-specific training, e.g. enhanced cleaning standards or food hygiene
- Clear guidance on taking time off when feeling unwell
- Communication channels for team members to get further advice and guidance
- Provision of PPE consistent with job roles, where required



How are you looking after the safety of your guests?

- Minimal contact at check-in/check-out, including contactless payment
 - Perspex screens within the reception area
 - Sanitisation of room key cards before re-use
- Social distancing applied using the 2-metre rule throughout the hotel, including guest communication and signage to reinforce the message
 - Hand sanitiser stations in key locations



How have you revised your cleaning standards?

We have implemented the following sanitisation and cleaning measures:



Thorough deep clean and sanitisation before reopening



Use of globally recognised chemical provider Ecolab & increased use of appropriate chemicals



Increased time allotted for room cleaning to enable a deeper level of cleaning

How have you revised your cleaning standards?



Disinfection of all touchpoints within bedrooms & a 'one cloth per room' policy, meaning a new/fresh cleaning cloth in every room



Revised team training to educate staff on the new standards required



Increased frequency of cleaning in public areas including touchpoints such as lift controls, door handles and soap dispensers, etc



Increased cleaning regimes back of house



Use of appropriate PPE, which is changed regularly, for housekeeping team members



**What's your cancellation
policy?**

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