

Westbury Guest House - COVID-19 Policy and Risk Assessment

Pending the government updates which we expect to receive 25th of June , we intend to open on the 4th of July 2020. There will be social distancing/restrictions in place following the governments guidance, we will update our policy and let you know the changes. For now here is an overview!

*To keep everyone safe and follow the **Social Distancing** guidelines we have reduced our availability by approximately 40% up until September 30th 2020.*

Where possible we will endeavour to leave 24 to 48 hours between stays in each room and each room will then be deep cleaned

This COVID-19 policy and risk assessment document has been produced for the protection and safety of staff and guests whilst staying at Westbury 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

All procedures and information detailed within this policy and risk assessment have been implemented with immediate effect as of 15th June 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.

Reception, Stairs & Hallways

Only one room/guest permitted in the reception area at one time

Guests are 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 they can proceed to use the stairs or hallway when clear

Outside Areas - Car Park / Garden & Smoking Area

Guests are required to practice a 2 meter social distancing if another guest is in the car park area at the same time

Guests must practice the 2 meter social distance at all time whilst using the garden and smoking area

Dining Room

We will only be using three tables in the dining room for breakfast at any one time to enable us to maintain the two meter distance

The buffet table will have cereal (in small boxes) yogurt and fruit - each table will have their own spoons to serve themselves from the fruit bowls

Guest Procedures

The guest procedures below have been implemented with immediate effect for the safety, protection and welfare of all guests and staff staying at Westbury Guest House

Guest Arrival and Reception

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

All guests will have to fill in a COVID-19 questionnaire

There will be a one hour time delay between individual guest arrival times

Guests are required to maintain a 2 meter social distancing if another guest is in the car park area at the same time

Only one room is permitted in the reception area at any time

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

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

Hand Sanitisers will be available both in each bedroom and on the hall table and these must be used every time a guest enters the house and the dining room and prior to leaving your room

Front door bell, door handles, frame work and hard surfaces to be cleaned regularly and periodically using clinical wipes

Guest Rooms

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

Guest Breakfast

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

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

Guest Departure

Only one couple/guest is permitted in the reception area at any time

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

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

Reception Area / Stairs & Hallways

Hand Sanitiser is on the hall table in reception. All guests and staff are encouraged to use as often as possible.

All door handles, light switches, rails and hard surfaces will be wiped with Clinical Wipes every 2 hours or as necessary.

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

Guest Rooms

No guest rooms will be cleaned until guest has fully departed

On guests departure all rooms will undergo a deep clean. This includes sanitise bathroom, light switches, sockets, handles, drawers, wardrobes, keys, remote controls etc

All cups, saucers and cutlery will be dishwasher cleaned

All laundry to be washed at 60 degrees with Bold Professional

All rubbish to be bagged and taken outside to the refuge area

Breakfast Room

On guests departure from the breakfast room the tables/chairs will undergo a deep clean

All door handles, light switches, rails and hard surfaces to be wiped with a clinical wipe

Kitchen

All work surfaces including cooker, microwave, fridge, draw and cupboard handles to be cleaned after use of the kitchen

All kitchen utensils to be regularly cleaned and sterilised during service & when finished breakfast put into the dishwasher

On arrival back to the kitchen all plates, glasses, cups, saucers and cutlery to be put immediately into the dishwasher

Kitchen floor mopped after breakfast is finished

Only staff permitted into the kitchen to prevent any contamination

Laundry

All guests laundry to be washed at 60 degrees with Bold Professional

All laundry will be washed same day as removal.