



Standards for Operations – Covid-19

The document outlines a minimum set of standards The Ollerod are setting in terms of Safety & Sanitation to protect the wellbeing of our guests, business partners and colleagues alike during the prevailing COVID-19 era. This document was prepared based on evidence currently available about COVID-19. It will be updated as and when more information and regulations are released.

FRONT OF THE HOUSE

PRE-ARRIVAL

Formalities: All check-in formalities will be completed online, where possible, in order to reduce contact and time at Reception.

ENTRANCE

Hand disinfection: We encourage hand sanitation on arrival and will provide hand sanitiser.

Luggage: If guests request assistance with their luggage (this will be established in the 'arrival email' that will be sent in lieu of check in paper work) we will disinfect the exterior. We are unable to store luggage for any guests.

RECEPTION (CHECK-IN /OUT)

Respecting Personal Space: we ask that all guests respect the personal space of others, and follow the government regulations

Hand disinfection: Touchless hand sanitiser stand will be readily available to guests; Hand sanitiser will be available to colleagues behind the Reception counter.

Sanitising of Equipment: Frequently touched areas will be disinfected regularly e.g. telephones, screens, payment terminals, pens, counter.

Payment: We will not be accepting cash. Touchless payment options and e-mail receipts will be encouraged; payment terminals will be disinfected before and after each transaction.

Room Keys: We will disinfect room keys and seal them in envelopes which will be left in the room

GUEST ROOMS

Non-essential items: all non-essential items (i.e. hairdryer) will be removed from guestrooms. These will be available on request (this will be established in the 'arrival email' that will be sent in lieu of check in paper work)

Bed Linen & Towels: Our linen will be handled with extreme care to prevent raising dust and potential contamination; used linen will be washed at a minimum of 70°C for at least 25 mins

In-Room Sanitation: In addition to our 'normal' extremely high standard of cleaning, every single touchable surface will be sanitised between guest stays, from the coat hangers to the radiator valves to chair arms. We will use a fresh, clean set of microfibre cloths for each room to avoid cross-contamination.

Utensils: Dirty glassware, china and silverware will be removed from bedrooms; dirty items will be cleaned in efficient dishwashers operating at a rinse 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 windows

Soft Furnishings: We will steam furnishings periodically

RESTAURANT, BAR & LOUNGE

Arrival: Dining guests will be asked to proceed straight to their table. We will also not be offering to hang coats

Food: All food will be carried out on trays and will be covered in transit from the kitchen to the table

Hand disinfection: Mandatory hand sanitation will continue to be enforced for our team

Tables: We will reduce the number of tables to maintain 2meters between them. Seating for the tables will be reduced to half of and some chairs may be placed in zigzag pattern to avoid diners facing each other. Tables will be appropriately set apart from each other; Servers will apply appropriate distancing. Tables will not be used more than once during a dining service – table, chairs, cutlery, salt & pepper etc. will all have been sanitised completely before you arrive. They will not be used again during that service, so you can stay for as long as you fancy

Service Style: All food dishes and drinks will be served on a tray to the table. To avoid unnecessary close contact servers will not place dishes in front of guests, or clear directly from the guests.

Salt & Pepper: We will remove salt & pepper cellars etc. but offer these as served by the waiting team.

Menus: Menus will be presented at tables on blackboards

Food Safety/HACCP*: We will continue to observe the strictest good hygiene practices across all areas of the hotel. * Hazard Analysis Critical Control Point

Larger tables: any table over 4 covers will be seated in their own area, that can be accessed through a separate door

Lounge & bar: tables will be spaced appropriately, and will be fully sanitised after each use. Tables / areas that have been sanitised will have a display note informing guests of this, that will be removed by a member of the team as soon as the guest is seated. All non-neccasry items will be removed from these areas.

Newspapers: Newspaper will no longer be available in public areas

Payment: We will not be accepting cash. Touchless payment options and e-mail receipts will be encouraged; payment terminals will be disinfected before and after each transaction.

BEST PRACTICES - BACK OF THE HOUSE

Hand sanitisation: Our team will use hand sanitiser before and after clocking in to work. They will wash their hands every half an hour during their shift. They will use hand sanitiser after touching anything that another person may have touched

Respecting Personal Space: Our team will be asked not to engage in unnecessary conversations and respect our guests, and other staff members, personal space.

Worn uniforms: All uniforms will be washed on a 82 degrees for a minimum of 25 minutes

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 the team to enforce strict cough etiquette, hand washing and hand sanitisation.