

# COVID-19 PRECAUTIONS & PREPARATIONS

## Our Commitment to you

### Welcome back

Welcoming back guests to The Holly bush has never been far from my mind, and since we closed the doors back in March.

The positive to the past 12 weeks has been the ability to concentrate on replenishing the hotel, making improvements where needed and focusing on how and what re-opening will look like for the teams and our guests alike.

We realise that for many of you there are some concerns when it comes to staying at the hotel but rest assured our main objective is to ensure that you can 'Escape with Confidence' and with this in mind we invite you to read all about the preparations and procedures that we have implemented.

If the information below, does not answer your questions or concerns, then please do speak to us directly by telephoning us on 01606 853196 or emailing us at [info@thehollybush.net](mailto:info@thehollybush.net)

My team and I look forward to welcoming you back to The Holly Bush very soon.

**Barry and Maureen Lloyd**

Owners

## OUR APPROACH

The Holly Bush has always had an exemplary standard of service, housekeeping and health & safety.

In response to the COVID-19 pandemic we have enhanced our exacting standards to a new level across all aspects of our hotel and restaurant operation.

The change we have implemented are based on the guidance we have received from HM Government, Public Health England and the National Health Service, supported by industry specific advice from UK Hospitality.

We can confirm that we have complied with the government's 'COVID-19 Secure' guidance on managing the risk of COVID-19 in the workplace. Due to the constantly

changing nature of this guidance and advice, our internal operating practices and protocols will be continuously reviewed and immediately updated. The information detailed below may therefore change without notice.

As we are managing a Public Health issue, we expect the full support and co-operation of all of our stakeholders - our guests, our team and our business partners. Only through our collective efforts can we successfully combat the spread of COVID-19 and keep each other safe and healthy.

## GENERAL PRACTICES & PROTOCOLS, ENHANCED CLEANING & DISINFECTION POLICIES



### Our Team

- Temperature checks will be taken daily before entering the building
- All team members will be required to wash their hands (or use hand sanitiser) every 20 minutes
- All team members will be required to stay at home if unwell
- All team members will be required to follow official guidance on self-isolating
- All team members will be required to wear PPE as appropriate
- The team will follow a policy of no physical contact and maintain physical distancing, wherever possible

### Our Valued Guests

- Please respect the social distancing measures in place
- We have cleaned your bedroom with extra care and sanitised it
- We have removed non-essential items to minimise any contamination risk.
- We have placed sanitising stations around the buildings
- Please use your bedroom toilet rather than toilets in public areas
- Please wash your hands when returning to your bedroom
- Due to the COVID-19 restrictions currently in place, some of our activities, services and facilities are unfortunately limited or not available
- The General Manager is responsible for all aspects of our 'COVID-19 Secure' operating plan. You can contact the Duty Manager at any time prior to, and during your stay, should you have concerns related to this or any other matter

## Our Hotel

- The highest food safety standards will continue to be maintained
- Physical distancing measures will be in place in all common areas
- A one-way system throughout the restaurant and bar areas will be implemented where possible
- Signage will be displayed in all common areas to reinforce social distancing message
- Enhanced cleaning programme in public areas with an increased frequency in disinfection of high touch areas
- Hand sanitising stations will be provided at every doorway/key public area (front desk, restaurant, toilets)
- Additional disinfection will be in place of high touch room and bathroom areas (Door knobs, TV Remote)
- The Duty Manager is our designated, responsible contact person for all staff and guest COVID-19 related queries

## Our Business Partners

- We will be receiving visitors and contractors to site by appointment in advance only
- You will be asked to complete a pre arrival health questionnaire and return it 24 hours prior to arrival
- Your temperature will be taken at the hotel entrance and if your temperature is 38 degrees or above you will be refused entry
- Deliveries will only be received at the door; suppliers may not enter the premises unless they have an appointment
- Access to back of house areas restricted to staff only. No guest tours or contractor use of welfare facilities is permitted

# GENERAL PRACTICES & PROTOCOLS, FOOD & BEVERAGE

- Inside our restaurants, we will only be accommodating a maximum of two households per table up to a maximum of 6 guests. If you are from more than two households and over 6 people, you will be required to sit on separate tables to adhere to the guidelines set out by UK Government.
- For walk in bookings, you will be required to give your contact details on arrival at the restaurant
- We have reduced the number of tables in the dining rooms and expanded our outdoor spaces and food offerings
- We will limit table linens and have established strict table/chair sanitisation procedures between guest seating periods
- Salt and pepper shakers will be removed and available on request. They will be sanitized after each use
- Single use menus will be in place across all outlets excluding our outdoor outlets, these will have wipe able menus which will be wiped and sanitised after each use

## Our team's commitment to you

- All team members are required to: -
  - Stay home when unwell
  - Practice good personal hygiene including regular hand washing
  - Maintain social distance
  - Wear PPE where appropriate
  - Follow the company's COVID-19 Secure operating procedures
- We have staggered our team's shifts and days of service and have reduced the total staff count by promoting work from home for those whose roles allow for it
- Implemented a standard that our teams will not be assigned to complete any tasks with more than two team members assigned unless they are working outside
- Our team have and will receive ongoing training
- Our team have new "no contact" protocols – including handshakes

### **Finally, we ask that as a guest at The Holly Bush commit to:**

If in the unfortunate case, you have any COVID-19 symptoms such as fever, cough, shortness of breath, or loss of taste and smell, we ask that you contact us, and allow us to reschedule your stay.

It is important to note, that for the safety of our guests and the safety of our team, that any guests displaying symptoms consistent with COVID-19 will be requested to seek medical attention. Should you be advised to self-isolate, we will request that you check out immediately and return home. You will be refunded the balance of your stay.

In addition to hand sanitisers placed throughout, we will provide a guest amenity kit that includes hand sanitizer, masks, and additional sanitisation wipes.

We ask that when and where appropriate, that you make use of the kits. We ask that everyone respects the 1m+ social distancing guidance, not because we don't love you...but because we do!

And finally, please treat our team and your fellow guests with kindness and respect; this is a difficult time for all of us.

We can't wait to see you soon. Travel safe and stay well.