



## COVID-19 OPERATIONS POLICY

Updated 14<sup>th</sup> July 2020

This policy has been created to ensure the safe operation of our business, while protecting our team and our guests. The actions within it follow guidance from Scottish Government, Industry and our insurers.

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### INTRODUCTION

As expected, we have made several changes to our operation to comply with the Scottish Government guidelines and Industry advice to ensure our team, our guests and our suppliers are safely protected.

Social Distancing and enhanced hygiene practices are two of the biggest changes you will find throughout the Hotel.

Our fabulous Housekeeping Team have always been highly praised for their service of rooms and public areas, and this is further heightened with the addition of biocidal cleaning and sanitising procedures. Moreover, each guest room will be equipped with sanitising spray to use with tissue paper, so you may further wipe items if required.

There will be an increase in cleaning practices in all Public areas, with greater emphasis on sanitising high traffic 'hot spots' throughout the Hotel. Hand sanitising stations are in place at all entrances to the Hotel and entrances to dining areas.

Our Team will wear masks and/or face shields when inside the Hotel and will aim to adhere to the 2m social distance recommendations where possible. Your reassurance is paramount, so please do not be offended if a Team member moves/turns away to let you pass, they are just being courteous – we promise!

We've introduced some new dining concepts, tables have been moved to create more space and screens are now in place where appropriate. Social distancing is easier to achieve at pre-arranged seating areas, so it is now strongly recommended to pre-book your preferred dining time for Breakfast, Lunch & Dinner. We have a new online booking system to make this easier to arrange at your convenience. In addition, our ordering system has changed to allow for social distancing – table service indoors and an external order & pay point for outside dining.

Another new concept is Pre-Arrival registration. All guests will be contacted by email the day before arrival to avoid the crowds at Reception, as being an Island destination our guests often arrive in groups at ferry time. Billing will also be offered online with the option of physical bills where preferred.

Your experience may be a little different to what you have had previously at The Douglas Hotel, but we can assure you of the same warm welcome & hospitality as always!

## **GUEST & TEAM HEALTH**

The safety of our guests and our team is paramount. Our team have all received training to ensure they are fully apprised of the new procedures in place and feel competent to safely carry out their roles within the company.

Social Distancing, Hand Hygiene, Face Masks, Cough Hygiene and Self-Isolation if symptoms appear - are all KEY to ensuring we minimise the spread of the virus.

Our team will wash uniforms regularly at 60C or above and those using public transport will change at work. In addition, they will be provided with the correct PPE for their role and have been trained in how to use & dispose of it safely.

## **TEAM RESPONSIBILITIES**

To help stop the virus spread our team are all:

- Trained on COVID-19 safety and sanitising procedures, and what they do if a guest or another team member becomes unwell
- Washing their hands and using hand sanitiser regularly
- Trained on physical distancing guidelines and procedures – both behind the scenes and in the frontline with guests

New risk assessment and operating procedures are in place for every area of the Hotel, including PPE, screens, signage, hand sanitising stations and floor markings where appropriate.

## **GUEST JOURNEY**

Our Reception desk will be open as normal, however we have introduced new concepts to aid your check-in/check-out and allow you to complete as much of the process online as we can. This will help avoid any queues or gatherings at Reception.

Payment in all areas is by debit or credit card, where possible contactless is to be encouraged – we're cash free!

When indoors, we would kindly request that guests wear suitable face mask/covering where physical distancing is not possible (for example, passing others in corridors or on the stairs).

Guests are encouraged to take the stairs, rather than use the lift – of course lift use is available between floors, however, it is limited to single use, family groups or social bubbles only.

Hand sanitiser stations are available throughout the Hotel and actively encouraged to be used regularly.

## **PHYSICAL DISTANCING**

Physical distancing in line with Government advice should be adhered to and floor markers and one-way signs are in place to aid this. Please be courteous to other guests and our team during these difficult times.

## **HYGIENE & CLEANING PROCEDURES AND PRODUCTS**

We have developed enhanced cleaning procedures in partnership with our suppliers, and sourced products which are proven to kill Covid-19 effectively. Updated hygiene procedures ensure all areas are cleaned more regularly, with particular attention to high contact areas.

Deep cleaning procedures have been implemented for all guest rooms, including all linen laundered at 60C or above and sanitising all soft furnishings between stays.

## **RECEPTION**

Pre-Arrival information will be collected by email, this is to complete all check-in information prior to arrival, ensure dining times have been pre-booked and allow us the opportunity to alleviate any Pre-Arrival nerves – so all you have to do is collect your key!

All keys will be sanitised and sealed in a plastic pouch to collect on arrival.

Again, check-out will be encouraged online where possible. As all accommodation charges are either taken at time of booking with our PREPAY rates, or taken on day of arrival with our FLEX rates, there should be minimal charges to settle on depart. Bills will be emailed, however, those who prefer a hard copy will have it delivered to your room. Of course our Reception team will be available to assist with any queries.

Keys should be dropped through the 'key deposit' at Reception on depart, where they will be sanitised for the next guest.

## **FOOD & BEVERAGE**

It is strongly recommended to pre-book your preferred dining time for Breakfast, Lunch & Dinner, to ensure we can safely manage capacity and social distancing. We have a new online booking system to make this easier to arrange at your convenience, or this can be arranged directly with our Reception team.

Breakfast can be booked from 7.30am to 10am in our Bistro, and we have added bookings in our Bar from 10am to 11am for those wishing a later start in the morning. Our A La Carte lunch & dinner menus are available online to view in advance, dining can be pre-booked from 12 noon to 9pm daily (up to 8 guests per table). Bookings are strictly limited to 2 hours per table, after which the table must be vacated to allow it to be sanitised for the next guests. Of course, reservations from 8pm onwards have no time restrictions applied – so your table is yours for the evening.

On arrival, you will be greeted at a safe distance by one of our team. They will be wearing face masks and/or face shields. Gloves will not be worn by our team as they are not recommended, regular hand washing and use of hand sanitiser is widely preferred.

Our ordering system has changed to allow for social distancing – table service indoors and an external order & pay point for outside dining. All guests will be presented with a menu & drinks list. One of our team will collect this from indoor diners and take your order. Outdoor diners will order & pay at the designated external station, to minimise queues or gatherings indoors.

Food & drinks will be served to the table, unless you would prefer to collect from a station rather than be served directly. All menus are collected and placed in a 'to clean' basket, where they will be sanitised and moved to 'ready for use' basket.

Rather than issue our Resident Guests with charge cards for food & drink to be billed to their room (which is how we would normally operate) we have decided to remove this facility for the time being as a safety measure for all guests & staff.

We may retract this as guidelines relax, but for now we feel this will help minimise the need for signing room charge receipts and alleviate the initial uncertainty surrounding guest & staff interaction, so meals & drinks will be pay as you go.

Payment in all areas is by debit or credit card, where possible contactless is to be encouraged – we're cash free!

## **HOUSEKEEPING**

New procedures, extensive training and appropriate cleaning products are in place to ensure a safe environment for both guests and our team.

As a result, and to limit the chances of contamination, we will no longer provide regular stay cleans for rooms. However, this can be provided if required. If guests would like to request clean linen or towels, they can do so by calling Reception. Just dial '0' from your room and one of our team will safely drop the items outside your door in a laundry bag.

In addition, if guests would like used linens or towels removed from their room, the guest can place all items into a laundry bag which is available in the wardrobe. The bag should be left outside the room for collection, please dial '0' to advise Reception when ready.

Moreover, it should be noted that we have suspended Guest Laundry services during this time.