



# The Cliff Covid-19 Staff Policy

Hotel & Spa

This is a working document subject to change, especially as Welsh Assembly Government guidelines and restrictions are reviewed. Please note that wilful failure to comply with The Cliff Hotel & Spa's Covid-19 Staff Policy will be considered a breach of health and safety rules that endangers the lives of employees and other persons and as such, is deemed as gross misconduct subject to dismissal without notice (refer to the Employee Handbook for further information).

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## Before Returning to Work

You will be sent an e-learning module Returning to Business (Covid-19). You will not be permitted to return to work without completing this 25 minute on-line training session. Upon successfully completing the training, download the certificate and forward a copy to [training@flatrockgroup.co.uk](mailto:training@flatrockgroup.co.uk) at least 3 days prior to your first scheduled shift.

You will also be sent a Pre-Return to Work Declaration Form for completion which you are required to return at least 3 days prior to your first scheduled shift. Information supplied in this questionnaire may prevent you from returning to work.

Make yourself familiar with all of the hotel policies, revisiting the Covid-19 Staff Policy prior to your first shift back.

Do not travel to work if you are displaying symptoms of Coronavirus. The main symptoms being high temperature, new and continuous cough or a loss or change to your sense of smell or taste. Please immediately contact the hotel on 01239 213102 if you feel unwell and will not be reporting to work.

Do not bring personal items such as phone chargers, gym kits, make-up bags etc. into the workplace, leave at home or in your vehicle.

Do however, bring your own pen to work. Keep with you at all times during your shift and do not share with others.

Wear a clean uniform everyday

## Arriving to Work

Entry to work should only be through the new Staff Entrance (double doors outside Laundry). These doors will remain closed at all times. Do not approach the doors if you see another person there.

When the doors are clear, ring the Staff doorbell alerting Reception that you are there (those who arrive before 7am should ring the Night Porter doorbell). The doors will then be unlocked for you to enter.

Following the directions and observing social distancing measures at all times, enter the building, sanitizing your hands at the station inside the door.

Stow any personal items that you cannot leave in your vehicle or at home in a staff locker, located in the new staff area. Please sanitise the locker after use with the sanitiser provided.

Again in the new staff area, using your own pen, complete a Declaration Form confirming that you are fit to work your shift that day and that you understand and are committed to following the Covid-19 policy.

Clock In using the usual eye machine, albeit in its new location, (no need to press OK) and proceed to your usual workplace unless directed otherwise.

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## General Workplace Safety Measures and Procedures

Always adhere to the 2m social distancing guidance, using floor markings where present to help with this.

Wash your hands regularly and thoroughly throughout your shift – see Appendix A.

Additional hand sanitizers have been installed around the property to enable increased hand hygiene where hand washing facilities are not available.

Practice good respiratory hygiene at all times, ‘Catch it, Bin it, Kill it’ after coughing or sneezing – see Appendix B.

Make a conscious effort not to touch your face, mouth, hair and wash your hands if you have done so

To operate as safely as possible, the minimum number of staff have been brought back to work. Staff members have also been put into fixed teams to limit the number of people they come into contact with.

Start (and finish) times have been staggered wherever possible to prevent groups of people in the same area at any one time, making it easier to observe social distancing measures.

Break times are also staggered to reduce congestion in staff areas.

Wherever possible, do not share equipment with others and keep to your ‘station’ or work area. Avoid wandering around the hotel and do not enter areas of the hotel that are not directly related to the execution of your work duties.

Physical contact, such as handshakes, hugs, pats on the back, etc. is to be avoided.

Avoid using the lift wherever possible due to the increased risk of potential contamination in an enclosed space.

Have consideration for cleaning staff with regards to discarded tissues, food, etc. to prevent cleaning staff being accidentally contaminated: do not use a bin without a bin liner and do not overfill bins.

All doors controlled by electronic door holders will be permanently open (released only in the event of an emergency) to reduce the risk of cross-contamination through door handles.

Refrain from sharing telephones, walkie-talkies, keys or any other equipment.

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## Toilet and Washroom use

A new staff toilet is situated in the new staff area. Do not use guest toilets.

When the toilet is occupied, do not stand too close to the exit – allow space for the occupant to leave safely.

Touch as few surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc) and objects as possible and if they are visibly contaminated with bodily fluids do not touch - report to the Duty Manager by telephoning 7509.

Ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens.

Clean your hands after using the toilet, by washing with soap and water for at least 20 seconds. Dry thoroughly.

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## PPE and how to use it

Clean your hands thoroughly with soap and water or alcohol sanitiser before putting on and after taking off PPE. In all circumstances where some form of PPE is used, the safe removal of the PPE is a critical consideration to avoid self-contamination.

### Face Masks and Visors

The Cliff Hotel & Spa recommends that Housekeepers and Laundry staff who enter and handle uncleaned rooms and dirty laundry wear disposable face masks. We also recommend that staff who are preparing and delivering Room Service orders wear re-usable face masks. These will be provided to you at the start of your shift and re-useable ones are to be returned at the end of each shift for laundering, using the appropriate Laundry Bin in the new staff area.

With the erection of protective screens at Reception, it is not recommended that Receptionists wear face masks although you may do so should you choose.

It is recommended that other guest-facing staff such as Duty Managers wear visors when in the public areas of the hotel.

Change your face covering regularly and always after it gets damp.

Do not reuse a face covering unless it has been laundered or sanitized after being used.

### Gloves

Is it not recommended that gloves be worn by any staff members other than when the task at hand would normally require you to do so.

Should you choose to wear gloves in the execution of your duties remember to discard between every individual job – do not reuse.

### Aprons & Tabards

All Housekeeping tabards are to be left in the appropriate laundry bin in the new staff area at the end of your shift to be laundered on site rather than be taken home to launder.

The Cliff Hotel & Spa recommends that Housekeepers and Laundry staff who enter and handle uncleaned rooms and dirty laundry wear disposable aprons. These will be provided to you at the start of your shift.

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## Leaving Work at the end of your shift

Alert the Duty Manager that you have come to the end of your shift by telephoning 7509 from your work area.

Once you have gained the DM's approval to finish, clock out at the eye machine. Put your tabard / face mask in the appropriate laundry bin provided.

Sanitize your hands and leave via the Staff Entrance.

It is recommended that uniforms or workwear should be laundered daily:

1. Separately from other household linen.
2. In a load not more than half the machine capacity.
3. At the maximum temperature the fabric can tolerate.
4. It should then be ironed or tumbled dried (uniforms or workwear can be tumble dried with other household laundry as correct washing will remove any infectious micro-organisms on the uniform).

## Provision of First Aid

COVID-19 infects people through contact with the mucous membranes. First Aid Responders must think of these as being the mouth, nose and eyes. COVID-19 does not infect through the skin.

If you are required to come into close contact with someone as part of your first responder duties follow the steps below:

Follow standard infection control procedures.

Hands must be washed before and after administering first aid.

All persons must be treated as a suspected Covid-19 case.

First aid to be administered in a separate area where possible.

Additional PPE must be worn e.g. disposable gloves, eye protection, fluid repellent surgical mask, disposable plastic apron and can be found in all first aid boxes. A mask should also be supplied to the patient.

In a suspected cardiac arrest case, you must not feel for breathing by putting your face close to the person's mouth. In adults, it is recommended that you do not perform rescue breaths or mouth-to-mouth ventilation; perform chest compressions only.

Cardiac arrest in children is more likely to be caused by a respiratory problem therefore chest compressions alone are unlikely to be effective.

If a decision is made to perform mouth-to-mouth ventilation in asphyxial arrest, use a resuscitation face shield where available. (Should you have given mouth-to-mouth ventilation there are no additional actions to be taken other than to monitor yourself for symptoms of possible COVID-19 over the following 14 days).

For minor injuries i.e. cuts and abrasions, the injured party should apply their own dressing under the guidance of the first aider.

If there has been a blood or body-fluid spill keep people away from the area. Wearing appropriate PPE use a spill-kit following the instructions provided with the spill-kit.

All first aid equipment e.g. Scissors or goggles, needs to be sanitized after use.

All disposable PPE should be disposed of and stocks replenished following first aid treatment.

An Accident Report Form must be completed following the usual procedure.

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## How to handle suspected cases of Covid-19

If you need to provide assistance to an individual who is symptomatic and may have Covid-19 (that is any individual with a new and continuous cough and/or high temperature), wherever possible, place the person in an area away from others / advise them to stay in their room. Reduce the number of people treating the unwell individual to as few as possible and ensure others who are not involved in providing assistance stay at least 2 metres away from the individual. Use barriers or screens if necessary. Call 111 for further assistance and guidance.

Once a person with suspected COVID-19 is identified, their room should not be entered for 72 hours. A Do Not Enter sign will be placed on the door to ensure this. The following are the steps that will be taken when cleaning / disinfecting any rooms where there has been a person with a suspected or confirmed case of COVID-19:

- Keep the door to the room closed for at least one hour before cleaning. Do not use the room until the room has been thoroughly cleaned and disinfected and all surfaces are dry.
- The person assigned to clean the area should avoid touching their face while they are cleaning and should wear household or disposable single use non-sterile nitrile gloves and a disposable plastic apron
- Open the window while you are cleaning
- Clean the environment and the furniture using disposable cleaning cloths and our usual cleaning products. Fog the area with anti-viral mist.
- Pay special attention to frequently touched flat surfaces, the backs of chairs, door handles and any surfaces or items that are visibly soiled with body fluids.
- Place all waste that has been in contact with the person, including used tissues, and masks if used, in a plastic rubbish bag and tie when full – do not over fill the bag.
- Remove your apron and gloves and discard into the waste bag and clean your hands. Place the plastic bag into a second bin bag and tie it, then clean your hands.
- Store the bag in a safe place until the result of the test is available. If the person tests negative, place the waste in the normal domestic waste bin. In the event the person tests positive, Public Health will advise what to do next.
- Once the room has been cleaned and disinfected and all surfaces are dry, the room can be put back into use.
- There is no need to clean carpets (if present) unless there has been a spillage.

In the event that a communal area needs to be cleaned for these purposes, then the following procedures are also required:

Immediately close the area until sanitized.

Clean the area with the our usual cleaning products (as outlined above) as soon as is practicably possible. Fog the area with anti-viral mist.

Pay special attention to frequently touched sites including door handles, backs of chairs, counter tops, taps of washbasins, toilet handles.

Once cleaning and disinfection have been completed and all surfaces are completely dry, the area can be put back into use.

## Track & Trace

In the event that there is a suspected case of Covid-19 in the hotel, The Cliff Hotel & Spa's track and trace system will be followed and all persons who may have come into contact with the affected person will be asked to confirm whether they were at any point:

- within 1 metre of them with whom they have had a face-to-face-conversation had skin-to-skin physical contact, have coughed on, or been in other forms of contact within 1 metre or 1 minute or longer
- within 2 metres of them for more than 15 minutes
- or they have travelled in a vehicle with - or has been seated near them on public transport.

If the answer is yes, they'll be asked to self-isolate for 14 days to make sure they don't spread the virus. (It is really important to do this even if no symptoms exist. If they've been infected, they could become infectious to others at any point up to 14 days).

They'll also be required to monitor their symptoms so that they get tested as soon as possible if needed. (You can only take a test if you are displaying symptoms. Testing while asymptomatic can generate false negatives and is therefore not recommended).

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## What to do if you feel unwell with Covid-19 symptoms whilst at work

If you develop a high temperature or a persistent cough during your shift:

1. Make your way outside via the nearest exit, touching as little as possible.
2. Cough or sneeze into the crook of your elbow if you do not have tissues.
3. Telephone the Duty Manager using your own phone advising them that you are unwell and that you are returning home immediately / awaiting a lift home.
4. Advise the Duty Manager of the following:
  - a.) Duties completed / remaining
  - b.) Which areas of the hotel you have entered during your shift / What trolley/workstation was yours
  - c.) Did you use a locker?
  - d.) Did you interact with any members of staff / guests at any point during your shift in one of the following ways: (and if so, whom)
    - within 1 metre of them with whom they have had a face-to-face-conversation had skin-to-skin physical contact, have coughed on, or been in other forms of contact within 1 metre or 1 minute or longer
    - within 2 metres of them for more than 15 minutes
    - or they have travelled in a vehicle with - or has been seated near them on public transport.

5. You'll be asked to self-isolate for 7 days and take a Covid-19 test. Do not return to work until your period of self-isolation is over.

For further information visit <https://www.nhs.uk/conditions/coronavirus-covid-19/>

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## Job Duties

The execution of our duties has invariably changed with the introduction of the Covid-19 Staff Policy. Below is a number of additional actions to undertake whilst performing our jobs in the near future. These lists are not exhaustive, and we welcome any constructive feedback for improvement.

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## Duty Managers

### AM Shift

Conduct a floor walk at the beginning of your shift

Ensure Declaration Forms for the correct number of staff due in this morning is ready at sign on table near eye machine

Review completed forms and file in the relevant folder behind Reception.

Ensure Room Service Breakfast Service is completed smoothly, and trays are left sanitized, prepped and ready to go again.

Print out HK lists, prepare trolley for each person leaving in the correct area along with the appropriate PPE in bags. Push trolley into the lift but use the stairs yourself meeting the trolley on your destination floor.

Prepare enough Breakfast and Dinner Room Service Order forms for HKs to place under the door of every Stay and leave on the clipboards accordingly.

Make sure HK lists have been communicated at the Eye Machine and that a trolley ready for collecting lost property etc. is placed there.

Turn glass washer on ensure enough racks for loading; wash and empty racks filled by HK throughout the day.

Ensure Chef leaves kitchen clean and tidy, prepared and ready to go again.

Ensure all Check Outs and invoicing has been completed problem free.

Ensure tomorrow's Breakfast orders are collected, prepare and take trays to floors ready for HK to place in rooms

Take clean crockery, cutlery, glasses to HKs on the floors as necessary.

Ensure all staff are observing the Covid-19 policy

Ensure Reception is ready for Check In

Ensure Declaration Forms for the correct number of staff due in this evening is ready at sign in table near eye machine.

Collect and file today's HK Sheets, sanitizing the caddy and clipboards, returning to Reception for re-use tomorrow.

Collect the items left on the HK Trolley, logging the lost property onto the system and placing in the Lost Property Box, taking the keys to the Key Deposit Box and refreshment sachets to Reception.

Ensure that all staff complete their duties before they leave.

#### PM Shift

Conduct a floor walk at the beginning of your shift

Sanitize all door handles in staff areas and public areas

Sanitize lift buttons on all floors (both lifts)

Sanitize vending machine buttons

Sanitize all bannisters and handrails

Sanitize all walkie talkies, telephones (including those in corridors)

Sanitize all l-pads

If not already completed, collect and file today's HK Sheets, sanitizing the caddy and clipboards and returning to Reception for re-use tomorrow.

If not already completed, collect the items left on the HK Trolley, logging the lost property onto the system and placing in the Lost Property Box, taking the keys to the Key Sanitising Station and refreshment sachets to Reception.

Check the sanitation of Staff toilet regularly throughout the shift

Ensure Declaration Forms for the correct number of staff due tonight and tomorrow morning is ready at sign in table near eye machine.

Review completed forms and file in the relevant folder behind Reception.

Collect and file the Maintenance staff's Contact Tracing Log Forms.

Review rota for tomorrow - do we have enough / too many staff?

Ensure Room Service Dinner Service is completed smoothly, and trays are left sanitized, prepped and ready to go again.

Process orders through the EPOS putting signed order sheet into guest folio.

Help to collect dirty Room Service Trays, strip and sanitize, wearing a disposable apron and mask.

Ensure room invoices are sent to all of tomorrow's departures

Ensure Breakfast orders are collected and communicated to the Night Porter for suitable preparation, totalling the Breakfast Rolls orders for Chef and sorting the order sheets in time order and floor plan order.

## Night Porters

Conduct a floor walk at the beginning and at the end of your shift:

- Replace all sanitizers with full bottles (beginning of shifts only)
- Sanitize all door handles in staff areas and public areas
- Sanitize lift buttons on all floors (both lifts)
- Sanitize vending machine buttons
- Sanitize all bannisters and handrails
- Sanitize all walkie talkies, telephones (including those in corridors)
- Sanitize all I-pads

Bag up toilet rolls ready for placing in bedrooms

Sort Refreshment Station sachets that have been out of the rooms for 72 hours ready for HK

Collect dirty Room Service Trays, strip and sanitize, wearing a disposable apron and mask.

Wash the crockery and cutlery retrieved through the main dishwasher and put away, polishing the cutlery.

Wash the glassware through the glasswasher in the bar, polish and put away.

Refill collected sanitizer bottles

Set up Room Service Breakfast trays for rooms without fridges.

Collect and sanitize luggage racks used for Room Service deliveries.

If using a trolley for collecting trays sanitise thoroughly after use. Push trolley into the lift but use the stairs yourself meeting the trolley on your destination floor.

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## Receptionists

Stay in one workstation for the whole of your shift, using one telephone

Ensure your workstation is equipped with all necessary tools – stapler, calculator etc and do not share with others!

Sanitize your workstation and equipment at the beginning, the end and regularly throughout your shift.

First night accommodation will be charged upon booking on new reservations.

Ask the postman to leave the post and small parcels in the grey incoming post box and sanitize once empty. Immediately sanitize your hands after handling the post.

Large deliveries should be left in the designated parcel area near the coat hooks by the vending machine.

Contractors and visitors (including Show Arounds) must sign the Visitor's Book AND complete a Visitor Questionnaire. Ask them to stay in Reception until their contact arrives and do not offer refreshments!

In a contrast to our usual cancellation policy, guest stays up to and including the 2nd August 2020 may be cancelled up until 10am on the day of arrival and deposits will be held for 12 months for future use.

Process Check-Outs after 10:30am using HE-Secure.

Online check-in forms need to be printed and saved with guest folios – update information onto Hotel Exec

Breakfast orders need to be collated and sent to the kitchen.

Prepare keys (using the correct key card holders) along with correct version of in-room directory, pen and dinner menu for each guest.

Check guests into the system once they have collected their welcome pack.

If guests check in after 5pm, take their dinner Room Service order immediately and send to the kitchen

After posting the day's accommodation and ensuring that all Room Service bills have been posted, prepare Room Invoices for all of tomorrow's departures and e-mail to guests.

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## Housekeeping

### In General

Until further notice, all unnecessary soft furnishings and high contact items such as throws, cushions and Guest Directories have been removed from the rooms.

Until further notice, do not use the HK Office

Learn which area you're working for the shift at the Clock-In eye machine and go directly to that area – your trolley, PPE, walkie talkie and HK list will be there.

Stick to your job list (do not chop and change or swap) for track and trace purposes.

Unless urgent, maintenance issues in guest bedrooms are to be addressed after the room is cleaned but before fresh linen etc. are put in place. Please communicate via walkie-talkie when this will be, wherever possible.

Wherever possible, when using trolleys, push trolley into the lift unattended and use the stairs yourself meeting the trolley on your destination floor.

Sanitize all equipment used (eg. vacuum cleaner, spray bottles, mops etc.) after use or at the end of your shift – whichever is appropriate.

Only one person should enter a Service Room at any one time.

## Guest Bedrooms

Do not enter bedrooms whilst the guest is there.

Do not service Stays other than answering completed Service Request Sheets accordingly, giving them a new form each time. Swap out clean bins / full refreshment caddies for the dirty / empty items rather than changing / refreshing in the room.

Breakfast is to be set up in each Arrival Room according to their Order Form. Each room staying for more than one night will require a fresh order form for the day after tomorrow (which will need to be completed and left outside the door for collection by 10am with today's dirty Breakfast dishes).

Slide a Dinner Order Form under the door of every Stay

If weather permits, open windows upon first entry.

Wear a disposable apron and face mask when stripping rooms / emptying bins / removing dirty laundry.

Use closable laundry sacks rather than open trolleys to collect dirty laundry. Place the laundry sacks in the designated Dirty Laundry Trolley to transport, when full, to the Dirty Laundry area of the hotel.

Ensure all bin liners are sealed before removing from room and place immediately in a black refuse bag. Do not put your hands directly into waste bins or receptacles as they may contain contaminated products, food or tissues. Dispose of your plastic aprons before moving on to cleaning duties by placing in the black refuse bag and tie closed.

Collect all crockery, glassware and cutlery in the room, the tea cups and saucers, the Tassimo cups etc.(even if they look unused) and take to the Bar area for washing in the dishwasher.

Empty all Refreshment Station sachets (coffee, teabags, sugar etc) into a lidded tub, sanitize and refill caddy with fresh sachets. (Tub to be labelled for reuse the fourth day after removal eg. Monday's collection will get sorted on Thursday night for refilling on Friday).

Learn and adhere to the 10 High-Touch Deep Clean areas in the guest room – see Appendix C

Until further notice:

the spare toilet roll should be wrapped in a plastic bag

Robes and slippers are to be left in Luxury Suites only

Shower caps are not to be placed in bedrooms

Use only wrapped single use disposable water beakers in bathrooms

Ensure that there's a Service Request Sheet in each room

Enough towels only for the evening's occupancy is to be left in each room

Do not take fresh linen, crockery etc into the room until cleaned

Wash and dry your hands before leaving every room

The Room Checker will fog the room with anti-bacterial mist.

## Public Areas, Corridors and Back of House

First scheduled HK is to clean the Kitchen Toilet & Changing Room and the Staff Toilet at the beginning of the shift. Wear a disposable apron and mask.

Last scheduled HK is to clean Staff Room and Staff Toilet at the end of the shift. Wear a disposable apron and mask.

Throughout your shift:

Sanitize all door handles in staff areas and public areas

Sanitize lift buttons on all floors (both lifts, inside and out)

Sanitize all bannisters and handrails

Sanitize all telephones in corridors

## At the end of your shift

Restock your trolley of all cleaning materials and remember to sanitize all equipment used.

Return your completed lists and clipboards to the caddy at the eye machine

Leave the lidded tub of refreshment sachets, any lost property (bagged and tagged) and any key cards left in rooms on the trolley at the eye machine.

Remember to contact the Duty Manager to alert of your departure, clocking out and putting your tabard / face mask in the appropriate laundry bin provided and sanitizing your hands on the way out.

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## Laundry

Duty Managers, Laundry and Maintenance staff are the only personnel that should enter the Laundry Room.

Doors are to remain closed and not wedged open at any time.

When handling dirty laundry wear plastic aprons and face masks and remove (and dispose in closed bins) before handling clean laundry

Refrain from shaking dirty laundry to minimise the possibility of dispersing the virus through the air

Laundry from different sources should be segregated and not handled in the same area simultaneously

Items should be washed at 60°C or above or in line with the manufacturer's instruction

Laundry should be sealed in plastic once serviced

Always follow the floor markings to segregate dirty and clean laundry

Clearly marked trolleys and linen baskets are for either Dirty Laundry or Clean Laundry. Do not mix at any time.

Fog the laundry areas at the end of your shift.

## Maintenance

Whenever possible, only enter a guest bedroom after the room has been cleaned

Sanitize all equipment used at the end of use or the end of the shift whichever is appropriate

Sanitize the van's high contact points (door handles, steering wheel, gear stick, rear view mirror, seatbelt, seat adjusting leavers etc.) at the end of the shift or when a change of driver occurs

Hot tub checks must continue, but a face mask is required to be worn when entering occupied rooms

For Track & Trace purposes, log every occupied guest room and off-site location you have visited during your shift on a Contact Tracing Log Form.

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## Kitchen

Chefs and Duty Managers are the only personnel that should enter the Kitchen proper. F&B Staff should stay in front of the pass, Housekeepers should reach the Kitchen Toilet & Changing Rooms via the entrance near the Chef's Office.

The total number of staff in the kitchen has been reduced to enable safe distance working. When more than one Chef is required, and where practicable, workstations should be spaced to allow for social distancing.

The kitchen has a one-way system to minimise contact. Please follow the floor markings accordingly.

Only one person to access walk in pantries, fridges and storerooms at any one time.

Contact at 'handover' points with other staff must be minimised: Chefs are to leave food at the pass and step away, then F&B Staff can collect food once it is safe to do so.

Disposable gloves and aprons are to be used when handling deliveries and wherever possible items should be removed from their outer packaging before storing.

Before the end of their shift a Chef is required to wash the utensils, pans and kitchen ware used, process through the dishwasher and replace in their correct storage place.

At the end of their shift, a Chef is to leave the kitchen in a clean and tidy manner observing the usual closedown procedure.

# Food & Beverage

## General

The Carreg Bar & Restaurant is closed until further notice, as is the terrace and all lounges.

Do not go behind the pass in the Kitchen at any time.

When delivering Room Service orders, wear a mask, knock on the door announcing Room Service but leave the tray on a luggage rack outside the door or place the bag on the door handle.

Remove luggage racks as soon as possible (so that guests do not put dirty trays on there). If you have the time, walk away from the door when the guest answers but return immediately after the door closes to remove the luggage rack.

## Breakfast

Room Service is offered in 15 minutes slots during the usual Breakfast hours.

The menu will consist of continental items and a selection of hot Breakfast Rolls.

Breakfast crockery, cutlery and dry goods will be placed in the rooms during the day along with milk and juice for those rooms with fridges.

Sachets and individually packaged food items will be used wherever possible to lessen the risk of cross contamination.

For rooms without fridges, a tray will be required for all breakfast items

For rooms with fridges, the hot Breakfast Rolls will be wrapped in wax paper and served in a brown bag with a serviette and sachets of Tomato Ketchup and Brown Sauce. The bags will be delivered at the ordered time by knocking the door and leaving on the handle.

For rooms without fridges, the rolls will go on the tray with everything else.

For arrivals, breakfast is ordered on the online check in forms.

All Stays must have an additional order form on their breakfast tray, and they must order by 10am for the following day.

## Dinner

Room Service is offered in 15 minutes slots for dinner from 6-9pm.

There is a reduced menu created with dishes that can easily be transported.

Room Service Dinner orders must be placed by 5pm

Put a condiment bowl of sachets on each dinner tray as well as cutlery roll ups using paper serviettes.

If two trays are required for one order, keep a two metres distance from your colleague and if possible, take the drinks tray, cutlery and condiments up before the food tray to eliminate the chance of contact.

## Weddings & Functions

Until further notice, we are unable to cater for weddings or functions of any nature. When guidelines allow, we will provide further information.

From 20th July 2020 we will be able to conduct Wedding Show Arounds and Client Meetings.

These must be booked in advance and a Visitor Policy should be sent to them when arranging the appointment.

When meeting the visitor:

ensure that they have signed the Visitor Book and completed a Visitor Questionnaire

Do not shake their hands!

Maintain a 2 metres distance

Wear a visor yourself and furnish them with a mask or visor if they are not already wearing one.

Respectfully remind them not to touch anything whilst visiting guest rooms in particular

Do not offer refreshments

Do not leave the visitor unattended at any point during the show around

Remember to log their departure in the Visitor Book when they leave

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## Spa

Until further notice, The Cliff Spa remains closed. When guidelines allow, we will provide further information regarding policies and procedures relating to the Spa, Gym and Treatments.

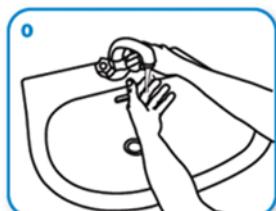
## Appendix A

### Hand Hygiene

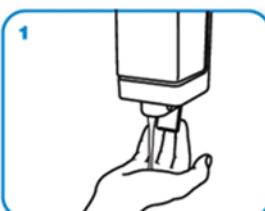
One of the key control measures to prevent the spread of COVID-19 is good and regular handwashing procedures.

The following is guidance on how to wash hands correctly

1. Wet hands with running water.
2. Apply enough soap to cover wet hands.
3. Scrub all surfaces of the hands including the back of hands, between fingers and under nails for at least **20 seconds**. - The time it takes to sing happy birthday twice.
4. Rinse thoroughly with running water.
5. Dry hands with a single-use towel. - Ensure hands are thoroughly dry as wet hands can spread germs up to a 1000 quicker than a dry hand.



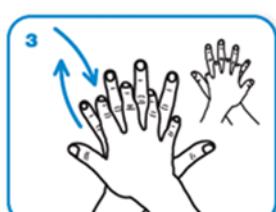
Wet hands with water



apply enough soap to cover all hand surfaces.



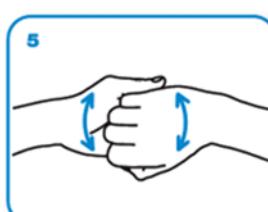
Rub hands palm to palm



right palm over left dorsum with interlaced fingers and vice versa



palm to palm with fingers interlaced



backs of fingers to opposing palms with fingers interlocked



rotational rubbing of left thumb clasped in right palm and vice versa



rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.



Rinse hands with water



dry thoroughly with a single use towel



use towel to turn off faucet



...and your hands are safe.

## **Hand Sanitisers**

If you are unable to wash your hands or do not have access to hand washing facilities then use a hand sanitiser to clean your hands, the sanitiser should contain at least **60% alcohol**. You should rub the sanitiser into your hands for **20 seconds** following the same procedure for hand washing to ensure full coverage.

## **When should you wash your hands**

Hands should be washed on a regular basis but especially:

- After coughing, sneezing or blowing your nose
- Before and after eating
- After using the toilet
- After handling rubbish
- After touching or handling money
- After touching high touch points (Such as entrance doorways & exits, kitchen taps, coffee machines, kettles, shared printers, etc)

## **Should I use warm water only to wash my hands?**

No you can you use any temperature of water to wash your hands, cold and warm water both kill germs and viruses – as long as you use soap.

## **Washing hands of hand sanitizer?**

Handwashing with soap and water or using hand sanitizer, when done correctly are both highly effective at killing most germs and viruses. Hand sanitiser however will most likely be more convenient when around the workplace. Hands still need to be washed for at least 20 seconds using the correct hand washing methods mentioned in the 'Hand Hygiene' section.

## **Do I need to dry my hands?**

Absolutely as mentioned earlier on wet hands spread germs up to 1000 faster then dry hands. Best practice is to use disposable paper towels to dry hands in order to prevent spreading of germs however if they are not available then please ensure hands are dried, for example using hand dryers.

## Appendix B

### Respiratory Hygiene

To minimise the spreading of COVID-19 via respiratory droplets it is important staff practice good respiratory hygiene. All staff should use disposable tissues to cover the nose and mouth when sneezing, coughing, wiping or blowing of nose. These tissues disposed immediately in the nearest bin and hands washed for at least 20 seconds, the easiest way to remember this is by 'Catch it, Bin it, Kill it'.

If a tissue is not to hand then please sneeze into your elbow as this will catch the droplets and prevent them getting into your hands, immediately go and wash your elbow to prevent further transmission.



**CATCH IT.      BIN IT.      KILL IT.**

**Remember to wash your hands for 20 seconds**

## Appendix c

### 10 Step High-Touch, Deep Clean Areas in the Guest Room



#### Switches & Electronic Controls

- 1** Lights, lamps, switches and electronic controls.

#### Handles & Knobs

- 2** Doors, cupboards, drawers, furniture knobs and window handles.

#### Major Bathroom Surfaces

- 3** Toilet handles and seats, splash walls, shower controls, bath and sink taps.

#### Radiator Controls

- 5** Telephones, Remote Controls and Clocks  
Handsets, dial pads and function buttons.

#### Bed & Bedding

- 6** All bed linens including duvet covers, pillowcases and sheets.

#### Bathroom Amenities

- 7** Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.

#### Hard Surfaces

- 8** Tables, desks and bedside cabinets.

#### Closet Goods

- 9** Iron and board.

#### In-Room Food & Beverage

- 10** Cups, cutlery, glassware, refreshment caddy, fridge, kettle and coffee maker.