

# REDLANDS COVID-19 SECURE POLICY

05/07/20 V1.1

Our aim at Redlands is first and foremost to ensure the **safety** of everyone. It is important that guests that have booked to stay at Redlands read and understand this document and the changes we have made to our service to reduce risks to us all.

In order to facilitate this, we have conducted a risk assessment in in line with government guidelines on how to open safely while mitigating the risk of contracting COVID-19.

We as a business have a duty of care to reduce risks to the lowest reasonably practicable level by taking preventative measures.

This document outlines the preventative measures put in place and changes to the way we operate our business whilst COVID-19 remains a public health emergency.

**These following measures are not fixed and are subject to change dependant on government advice and our understanding, judgement, and discretion.**

## Managing Risks and Guidance to Guests

### Pre-arrival

If you or anyone one within your party are displaying COVID-19 symptoms i.e. fever of 38 degrees (100.4 degrees Fahrenheit), runny nose/sneezing(not hay fever related), dry persistent cough, extreme tiredness, sore/aching muscles or you suspect yourself or anyone in your party have COVID-19 **please do not travel to Brixham** and instead stay home and self isolate as per government guidelines. We would be happy to reschedule your visit for later in the year or even the next year.

Prior to the day of arrival, please can you inform us your estimated time of arrival. If in the event that we have multiple arrivals simultaneously, we kindly ask guests to be patient, wait outside or in your car and give at least 2m space for yourselves and other guests.

**We request that a COVID-19 Health Questionnaire is completed by the lead guest no sooner than one day prior to arrival.** This can be returned

to us via email or can be completed in paper form during check-in. The form can be found on our website.

## **Entering and leaving the building**

The outer door is never locked and unless raining we leave it open so no need for guests to touch those handles when entering/exiting the building.

We do keep the inner door locked and shut at all times though (unless we are airing and are around). Access to the inner door is by key fob placed on or preferably near the black screen of the lock.

Alcohol hand sanitiser dispensers have been provided for all of our safety. These will be located within the the outer porch and just inside. We kindly ask guests to ensure that they sanitise hands before entering the building.

Only people staying at Redlands are allowed on the premises.

## **Check-in**

We will only be able to check-in one party at a time, so if when you arrive and other guests are in the entrance hall, please wait outside until the entrance hall has cleared.

On arrival, in the interest of safety to all guests and staff, the lead guest will be given a COVID-19 health check questionnaire if not already completed.

We may also request to take the temperature of any person in your party using an infrared thermometer on arrival. If anyone has a temperature of over 38 degrees centigrade we will re-test after 20 minutes and if still over 38 degrees centigrade we will request that you and your party return home and self isolate as per government guidelines. We will then be able to re-arrange your stay for you in the future at no extra cost.

The guest registration form will need to be completed and signed. If payment has not already been taken, the balance will be paid in full.

Keys which have been cleaned/sanitised prior to your arrival will be placed in your room. There will be signs on each floor explaining how to operate/lock the room doors.

Help with luggage to your room is available if required.

## Movement within and around the building

When entering or leaving the building please try to ensure that you keep 2 meters from other people.

Located on the ground and 1st floor there are places that can be used to give way to other guests using the stairs and corridors. On the 2nd floor, please be aware that space is limited and you may need to give way by entering/momentarily waiting in your room.

## Guest Room

Prior to your arrival, and to minimise your risk of contracting Covid-19, your room will be deep cleaned and sanitised. Also, to minimise the risks of both guests and staff being infected and to give us sufficient time to facilitate thorough deep cleaning/sanitisation of rooms between guest stays, we will not enter or service the rooms on a daily basis. For details about room servicing see Cleaning & sanitising section.

Hair dryers, the welcome book, spare blankets and other items have been reduced or removed from the rooms to help us minimise risks. If you require a hair dryer or anythings else that is normally in the room just ask and we'll be happy to help.

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## Soft Furnishings

Based on advice from the government, soft furnishing have **where possible been removed**. Carpets, curtains and other soft furnishing cannot be practicably sanitised and we therefore remind guests to wash hands after drawing the curtains or touching any soft furnishings within the rooms prior to eating or touching ones face.

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## Towels

Towels will be replaced every three days. If you require your towels changing, please leave your soiled towels sealed/tied in the red plastic bag provided and leave the bag outside the door trying to ensure there is no trip hazard. We will then leave fresh clean towels outside your door in a blue bag together with a new red bag which should be retained for disposal of soiled towels.

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## Bathrooms

We request that guest ensure toilet lids are closed when flushing to minimise aerosol droplets being created. We will leave toilet cleaner/disinfectant in each guest bathroom. If any other cleaning materials are required, please ask and we will be happy to supply.

**We will leave one toilet roll just inside your room on the floor each day. If you require more than one you can phone or text us with your room number or ask us at breakfast or outside and we will happily provide more.**

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## Room waste

Spare white bin liners have been placed under the current bag in use. We request that guests tie and place used waste bags outside the room for collection.

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## Hospitality tray

When you arrive your hospitality tray will have been relished from pristine or quarantined stock. An order form for replenishment of the tray can be found on our website. The password for the order form is 'Drinks'

Please request any items you require i.e. tea bags, coffee sachets etc. Clean cups will be placed in a plastic bag with the items requested and left on reception for your collection.

## **Dining Room - Breakfast / Takeaway meals**

To maintain social distancing we have reduced the number of tables in the dining room by half (from 8 to 4). Tables will be placed to maximise distances and give at least 1.5m (people back to back facing) and at 2m positioned so that people from different tables are not closely facing one another.

All breakfast items will be pre-ordered and be brought out from the kitchen (including cutlery) and placed on an empty table for you to collect.

Can you please fill in the online breakfast order form for the following morning by 8pm. The online breakfast form password is 'Brixfast'. We can if requested print paper forms or are happy to take orders over the phone.

During busy periods (which July/August/September usually are), we anticipate holding two breakfast sittings, an early 8.00am for which the dining room is to be vacated by 9.00am and a late 9.15am. Time slots are on a first come first serve basis and cannot be booked prior to arrival, although, may be able to be changed during the stay. Your table number will correspond to your room number. We may be able to serve breakfast in our garden if the weather is good and you request it but again socially distanced seating is limited.

Of an evening, the dining room will be available with prior arrangement for guests to eat takeaway food and if we are at home we can supply plates and cutlery upon request If required . This facility will need to be booked due to social distancing and is on a first come first serve basis and is not guaranteed.

## **Cleaning & Sanitising**

Covid-19 is an enveloped virus. This means that the protein capsid containing the viral genome is surrounded by a lipid (fatty) membrane.

Alcohol based solutions and gels equal to or between 70% to 80% have been shown to deactivate enveloped viruses with one minute exposure time.

Washing hands with soap and water also disrupts the viruses fatty lipid membrane thereby deactivating it.

We practice frequent hand washing - especially before touch anything in the kitchen.

To avoid guests and staff catching the virus via potentially contaminated hard surfaces within Redlands, i.e. frequently touched objects such as, door handles, stair rails, bathroom surfaces including handles, sinks, showers heads/dials/rails toilet seats etc and hard surfaces within rooms - sanitising disinfectants that contain quaternary ammonium compounds that are known to attack the lipid structure of viruses envelopes and thereby deactivate it are used.

We use a sanitiser spray which passes BS EN 1276, BS EN13704, BS EN-1650, **BS EN14476**. This cleans and sanitises frequently touched items such as door handles, tables, banisters etc.

The sanitiser in use by us is proven to kill the Norovirus, and enveloped viruses such as HIV, Hepatitis C and H1N1 Influenza.

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## Guest Accommodation

To reduce risk and ensure adequate time for cleaning between guest stays, we will not be able to service rooms on a daily basis. We will however if required change bed linen and service the room after 4 days. So on day 5 of your stay we will service your room. This will only be carried out when the you are absent and you cannot return to the room until servicing/cleaning has been completed. Cleaning in between guests will involve the sanitisation of all hard surfaces, and anything that would normally be touched during the day to day use of the room.

If you would like any cleaning materials to facilitate cleaning of your room within the 4 days in which we will not enter the room please ask and more than happy to provide

Barrier fabrics such as mattress protectors and pillow protectors will be cleaned and/or washed/replaced between sets of guests. Waterproof cleanable mattress protectors will be placed over mattress toppers (the opposite of our standard practice).

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## Public areas

Objects that are touched at a high frequency such as external/internal door handles, stair rails, areas on doors used for opening/closing other hard surface that people could potentially touch will be sanitised regularly. We must stress that regular washing of hands is the safest strategy to minimise the risk of infection from touching eyes/mouth after touching something that is contaminated. Trying not to touch your face before washing your hands also helps protect against infection.

There is usually no need to touch light switches in Redlands as we have automated the lighting system.

Weather permitting we will open doors/windows to achieve good ventilation during the day.

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## Laundry

The majority of our linen is commercially laundered at at least 60 degrees centigrade and pressed to a professional standard.

The remainder of the linen and towels are washed in-house. These items are washed at 60 degrees Centigrade. We then tumble dry everything at a hot

temperature which further ensures destruction of any viruses that may be present.

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## Kitchen

Our hands are always washed prior to touching anything in the kitchen and also at regular intervals thereafter.

All of the breakfast service including plates, cutlery, glasses are washed in a dishwasher at 70 degrees centigrade.

All handles and hard surfaces that are used in the kitchen during breakfast will be cleaned and sanitised prior to service.

## Check out

If possible, please open the windows prior to your departure to ventilate the room.

Please remember that only one party at a time in the reception hall/area.

Room keys to be deposited in a box on reception.

If help with luggage is required, it is requested that guest move the luggage to outside of the room, and then wait outside whilst we deliver it to your car.

## If you become ill and develop covid-19 symptoms during your stay...

If you or a member of your party present symptoms of COVID-19 or is asymptomatic and declares the need to self-isolate, we advise that you check out and return home to self isolate according to current UK Government guidance.

If you show acute symptoms, have breathing difficulties or you feel your life is potentially at risk, seek medical help immediately.

If you or a member of your party are unable to check-out due to COVID-19, you **must remain quarantined in your room** at all times unless in an emergency i.e. fire or for reason of checking out. We have a set of protocols in place for this situation which are set out in the full risk assessment.

END.