

## **Tan yr Onnen Guesthouse Risk Assessment**

Tan yr Onnen Guesthouse

Waen, St Asaph, LL17 0DU

Wednesday 1st July 2020

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Tan yr Onnen Guesthouse - COVID-19 Policy and Risk Assessment

This COVID-19 policy and risk assessment document has been produced for the protection and safety of staff and guests whilst staying at Tan yr Onnen Guest House. The procedures and information within this document has been produced in line with current UK Government guidelines for COVID-19. More information on COVID-19 can be found on the official government website

[www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

All procedures and information detailed within this policy and risk assessment have been implemented with immediate effect as of 1<sup>st</sup> July 2020. The procedures and content of this policy and risk assessment may change in future, alongside any future UK Government guideline amendments or updates.

### **Social Distancing**

The social distancing measures set out below must be practiced at all times. The below measures are in place for the safety, protection and welfare of all guests and staff.

#### **1. Reception Area / Stairs & Hallways**

1.1 Only one guest permitted in the reception area at one time.

1.2 Guests are advised and requested to stay in their own room, or return to their own room if stairs or hallways are in use by another guest. Once the other guest has vacated the area, then you should then proceed to use the stairs or hallway when clear.

#### **2. Outside Areas - Car Park / Garden & Smoking Area**

2.1 Guests are required to stay inside their own vehicle or practice a 2 metre social distancing if another guest is in the car park area at the same time.

2.2 Guests are advised and requested to maintain a 2 metre social distance at all time, whilst using the garden.

## **Guest Procedures**

The guest procedures below have been implemented with immediate effect, for the safety, protection and welfare of all guests and staff residing or staying at Fair Winds Guest House.

### **1. Pre Guest Arrival**

1.1 All guests with confirmed bookings will be sent a COVID-19 questionnaire to be completed and returned via email, no later than 24 hours before day of arrival. This will be sent to all guests after a confirmed reservation.

1.2 All guests will be requested and encouraged to read our COVID-19 policy and risk assessment on our website at <https://www.northwalesbreaks.co.uk/covid-19.html>

1.3 Any guest concerns or questions regarding our COVID-19 policy and risk assessment, should be sent via email to [tanyronnenvisit@aol.com](mailto:tanyronnenvisit@aol.com).

1.4 All guests must give notice of approximate arrival time on date of check in.

### **2. Guest Arrival and Reception**

2.1 To allow adequate ventilation, we will require a time interval of 30 minutes between individual guest arrival times.

2.2 All Guests must park in the car park at the rear of the property.

2.3 Please remain aware and practice a 2 metre social distancing, if another guest is in the car park area at the same time.

2.4 Only one guest is permitted in the reception area at any time.

2.5 All Guests are responsible for moving and handling their own luggage. No staff or other guests are permitted to handle luggage at any time.

2.6 Guest registration cards will be required to be completed in the conservatory.

2.7 Hand Sanitiser is available throughout the premises and we encourage its regular use.

2.8 No leaflets, brochures or complimentary items will be available from the reception area. These are available on request.

2.9 Front door bell, door handles, frame work and hard surfaces will be cleaned regularly and periodically using the appropriate cleaners.

### 3. Guest Rooms

3.1 No members of staff can enter a guest room whilst a guest is present in the room. Guests must leave the room for any staff member to attend.

3.2 There will be no daily room servicing during a guest stay.

3.3 If Guests require clean towels, please leave used towels on the floor to be replaced.

3.4 The Hospitality tray will be cleaned and replenished daily.

### 4. Guest Breakfast

4.1 Guests are required to order their breakfast from the menu the day before. Breakfast for the first morning will be ordered before arrival and pre placed in the room fridge. We will call you 3 days before to discuss this.

### 5. Guest Departure

5.1 Guests are requested to give an approximate time of departure the day or evening before their departure day.

5.2 Only one guest is permitted in the reception area at any time.

5.3 All Guests are responsible for moving and handling their own luggage. No staff or other guests are permitted to handle luggage at any time.

### 6. Guest Payments

6.1 Where possible guests will pre-pay via internet booking.

6.2 Card machine preferred method of payment on departure.

6.3 Cash is not preferred, but is still acceptable. If paying by cash, please place in an envelope for disinfecting.

## **Cleaning and Housekeeping**

The cleaning and housekeeping procedures below have been implemented with immediate effect for the safety, protection and welfare of all guests and staff staying at Tan yr Onnen Guesthouse.

### 1. Reception Area / Stairs & Hallways

1.1 Hand Sanitiser is available throughout the premises. All guests and staff are encouraged to use as often as possible. Hand sanitisers in the rooms will themselves be sanitised before guests arrive.

1.2 Appropriate cleaning wipes will be used for front door bell, door handles and frameworks and hard surfaces.

1.3 All door handles, light switches, rails and hard surfaces to be wiped with appropriate cleaners at regular intervals or as necessary.

1.4 All hard floor areas mopped with single use Anti bacterial Wet Cloths daily.

1.5 All staff to wash hands as regularly as possible for at least 20 seconds.

## 2. Guest Rooms

2.1 No guest rooms will be cleaned until guests have fully departed

2.2 On guest departure all rooms will undergo a deep clean. This includes sanitising of bathroom, light switches, sockets, handles, drawers, wardrobes, keys, remote controls and pens.

2.3 All hard floor areas mopped with Single use Anti-Bacterial wet Cloths.

2.4 All cups, saucers and cutlery to be dishwasher cleaned on intense program wash.

2.5 All bed linen will be washed by our contractor to professional level. All towels are washed on site using Persil Non-Bio Professional at 60 Degrees.

2.6 All rubbish to be left in the bin for Staff to dispose of.

2.7 All staff will wash hands as regularly as possible, for at least 20 seconds.

## 4. Kitchen

4.1 All work surfaces and including cooker, microwave, fridge, draw and cupboard handles to be cleaned with Anti-Bacterial H2FA cleaner before, during and after use of the kitchen.

4.2 All kitchen utensils to be regularly cleaned and sterilised during service. Then into the dishwasher on high intense wash after service is complete.

4.3 On arrival back to the kitchen all plates, glasses, cups, saucers and cutlery to be load straight into the dishwasher and cleaned on intense program wash.

4.4 Kitchen floor mopped with Single use Anti-Bacterial wipes after service is complete.

4.5 All staff to wash hands as regularly as possible for at least 20 seconds.

4.6 Only staff permitted into the kitchen to prevent any contamination.

## 5. Laundry

5.1 All laundry to be contained in laundry room with door closed at all times.

5.2 All staff clothes to be washed at the end of each day. Clean clothes to be worn each day.

## Staff PPE

Staff PPE procedures below have been implemented with immediate effect for the safety, protection and welfare of all guests and staff staying at Tan yr Onnen Guesthouse.

All PPE has been procured from our Supplier; Out Of Eden, Kirkby Stephen, Cumbria.

The following PPE will be worn by us at various times, when in contact with guests:

1. Non-Medical face masks
2. Disposable gloves
3. Disposable aprons

Areas in which the above PPE will be worn:

1. Guest arrival & Check in and Guest departure
2. Attending guest room for an issue or enquiry
3. Breakfast - Kitchen and Breakfast Room
4. Cleaning Guest Rooms
5. Whilst collecting and doing Laundry

## **Guests Suspected of Coronavirus During their Stay**

If a guest presents themselves with symptoms of COVID-19 or is asymptomatic, but declares the need to self-isolate, the guest will be advised to check out and return home to self-isolate according to current UK Government guidance. If the guest shows acute symptoms, has breathing difficulties or their life is at potential risk, seek medical help immediately.

Where a guest is UNABLE to check out, then the following guidelines must be followed:

- 1.1 The guest must stay in their room and not visit any public spaces
- 1.2 Arrangements should be made for meals / food to be provided to the room as per protocols previously stated or use of local food delivery services. Food should be served with disposable plates and cutlery, nothing to be returned to the kitchen.
- 1.3 Arrangements should be made to ensure the guests are able to make requests for service or assistance remotely (e.g. via telephone or text).
- 1.4 No cleaning or housekeeping services during the stay. Any room amenities to be left at the door.

1.5 Provide large rubbish bags for disposal of guest rubbish. Guests should be informed to keep the rubbish bags in the room (not placed in corridor) until a coordinated time for pick-up is arranged.

1.6 Guests should limit outside visitors to their guest room to medical personnel only.

1.7 Guests should contact staff prior to check out & departure, to provide an update on their condition

1.8 If the fire alarm sounds, normal evacuation procedures should be followed, but the guest is to be isolated from other guests at the assembly point.

1.9 ALL PPE should be used whenever staff come in contact with an item the guest has handled.

1.10 Where a guest stay is extended beyond original booking, guests will be required to cover the cost

of all additional nights stayed, plus any costs incurred by Tan yr Onnen Guesthouse to relocate any other guests. We strongly recommend that all guests take out the appropriate travel insurance cover to mitigate this.