



Covid-19 – Visitor Procedures

Introduction

The Covid-19 crisis forced the hotel to close in March 2020. Following UK government guidelines, we have now re-opened.

Each department has a set of new guidelines and operational procedures in place and every member of staff has received detailed training before the date of reopening. The premises has also gone through a deep clean carried out by the team.

Parking

Parking will only be available for guests and staff entering the hotel in the large car park at the rear of the hotel. This is to discourage people entering the hotel from the front of the hotel where there will be no temperature monitor. During changeover days, the barrier will be raised so no one will need to touch the keypad. At all other times, the keypad will be cleaned each hour by a member of housekeeping staff.

Entering The Hotel

During this time, the front entrance of the hotel will only be used for guests and staff accessing the terrace, lawn and swimming pool area. No one will be allowed to leave or enter the site via the front entrance. The front car park will be cordoned off and no entry signage will be displayed.

The main rear entrance to the hotel via the car park will be the only door in action during this time and every person entering the hotel must come in via this route.

Every person entering the hotel will need to report to reception straight away. The receptionist on duty will take the person's temperature using a contact-free infra-red thermometer as people arrive (staff, visitors and guests). These results will be recorded in a logbook held at reception. If anyone registers a high temperature (38°C or higher), they will first be asked to sit in the shaded area outside and be given a glass of cold water. This is to ensure that their high temperature is not simply due to hot sun or over-exertion. After 5 minutes they can then be re-tested.

If the second test also shows a high temperature, they will be escorted at a distance straight to one of our two assigned quarantine rooms. The manager will be informed and will immediately call 111 for instructions on next steps. If a guest, visitor or staff member is found to be unwell, they will not be allowed to remain at the hotel.

Contact details will also be taken for all visitors and non-residential guests entering the hotel. This record will be kept for 21 days. This will assist us with track and trace if a case of Covid-19 is reported to us.

By giving their details a visitor is agreeing to the following:

- That in the last 7 days they have not presented any symptoms that are associated with Covid-19.
- That in the last 14 days no one in their household has presented symptoms that are associated with Covid-19.
- That they understand that there are regulations in place and agree to adhere to social distancing guidelines set out by the Marsham Court Hotel.
- That they will not do anything to purposefully endanger the health of other visitors, guests or the staff whilst at the hotel.
- To follow the instructions of the hotel management to ensure the safety of other visitors, guests and the staff whilst at the hotel.

Signage

Additional signage will be placed strategically throughout the hotel to remind guests, visitors and staff of the social distancing rules.

Front of house signs will be placed in corridors, outside and inside both lifts, in each dining area, in each bar area, in reception and in the outside communal areas. Back of house signs will be placed in all staff only areas.

Social Distancing

At all times, visitors, guests and staff will need to observe social distancing. Wherever possible this should be at a distance of 2 metres. If this is not possible, a distance of 1 metre can be observed.

No member of staff or visitor should enter a guest bedroom whilst the guest is present, unless it is an emergency.

Ground Floor Communal Toilets

The communal gents and ladies toilets will be prohibited for residential guest use. The staff, visitors and conference guests may use the facilities in the east wing only, but only two person may be in each of the two facilities at any one time. These facilities will be cleaned thoroughly every hour using Virabact by a member of the housekeeping team. During cleaning, the facilities will be out of service.

The toilet facilities in the west wing will be completely out of service at all times.

Anyone using these toilets MUST wash their hands thoroughly for at least 20 seconds after use and use the disinfectant dispensers as they leave.

Deliveries Procedure

All deliveries must be made to the back kitchen door. No suppliers may enter the building unless express permission is given by the manager on duty. A doorbell has been fitted to the back kitchen door to alert the staff that a delivery had been made. In this way we are facilitating contactless deliveries.

All suppliers must be informed of this policy by the person who places the order.

These procedures will be regularly reviewed by the management and updated as needed.

If you have any questions or concerns about these procedures, please contact james@marshamcourthotel.co.uk.

Completed by – James Dixon-Box

Position – Operations Director

Date – 20/06/2020