

## **Our Operating Procedures during the Coronavirus Pandemic**

We look forward to welcoming you back to the St James Hotel! However, due to the Coronavirus (Covid-19) pandemic, we have had to make several changes to how we operate. This is in accordance to official government guidance in order to protect the health and wellbeing of our guests and our staff.

Outlined below are some of the changes we have implemented to give you peace of mind and confidence in staying with us again in the near future.

*(This document acts as guidance and may be subject to change as government legislation and recommendations are amended).*

### **Arrival & Pre-Arrival**

Prior to arrival at the hotel, all guests will be contacted by email asking them to facilitate a “contactless check in” by completing the registration information will be sent through to all guests. Guests will also be asked to complete a health questionnaire prior to check-in. This is to confirm that guests are not currently experiencing Covid-19 symptoms.

We would ask that payment is made prior to arrival and ask that all guests pre-pay for their accommodation prior to arrival or at check-in. We will encourage guests to do this so that they can use the express check-out option when departing (invoices will be sent via email after check-out).

Upon arrival, there is a one-way system at the reception desk should there be a queue. There are hand sanitisers throughout the lobby and on every floor as well as social distancing floor markers. The entire reception desk is protected with Perspex screens. If any pens are required to check in, then this is sanitised prior to and after use by the guest. Any card machines are also sanitised before and after each use.

If guests have not don't the pre-arrival check-in form, they have the option to scan a QR code in the lobby and do so from their mobile phone (should they wish to reduce spending time at the reception desk).

*Note, if guests have the symptoms of Covid-19 then they will not be permitted to stay at the hotel and will be asked to travel home (if possible) to self-isolate. If guests fall ill during their stay (i.e. showing symptoms of Covid-19) then they should inform the hotel and either travel home immediately (in order to self-isolate) or they will be required to self-isolate in their hotel bedroom*

*for 14 days. In the case of the latter, guests will be required to pay for the duration of their stay (to be billed at the normal hotel rate on those dates).*

Once guests have checked in, they will automatically be emailed a link to allow them to access our hotel guest directory. This can also be accessed via a QR code in the bedrooms.

As we have removed the telephones from bedrooms, the hotel has also set up a 24 hour 'live chat' feature on the internet which allows guests to communicate with the hotel staff.

Guests will be advised to use the stairs if possible. Lifts are for priority use and restricted to one household at a time.

## **Cleaning & Hygiene**

All of our public areas will be cleaned more regularly with particular focus on high touch areas and hard surfaces using hospital grade sanitisers.

These areas include:

- All reception desks
- Lift controls
- Door handles
- Public Bathrooms
- Dining Surfaces
- Seating areas

In addition to this, hand sanitising units will be placed throughout the public areas for guest use and on every floor outside the lifts.

We will be following the best guidance regarding cleaning schedules based on the levels of human interaction with specific departments.

## **Bedrooms**

Bedroom areas will be cleaned and sanitised with emphasis on high contact areas such as:

- Desks
- Chairs
- Remote Controls
- Telephones
- Light switches
- Door Handles & Taps
- Hangers
- Safes
- Windows
- Fans

All linen will be removed from rooms departing. All glasses, cups, saucers and spoons will be removed and washed regardless of use. The guest directory will be available digitally by scanning a QR code in your room or via the TV info channel.

A number of non-essential items will be removed from bedrooms, such as:-

- Telephone
- Nespresso coffee machine
- Magazines and physical directories
- Cushions and bed runners
- Additional pillows (only two pillows on per bed)
- Spare pillows and bedding
- Bathrobes
- Spare towels and toilet roll
- Sleep spray and any non-essential toiletries

### **Housekeeping Services**

All of our housekeeping staff will be wearing full PPE (i.e. face mask, gloves and apron) whilst servicing the bedrooms.

Bedroom cleans during guest stays (i.e. 'stay over' cleans) will only be done on request and only when guests are out of their room.

All dirty linen will be bagged immediately and removed. All housekeeping trolleys will be deep cleaned after each shift.

Where business levels allow, rooms will not be cleaned until at least 24 hours after guests have departed.

Any additional linen/towel requests will be left outside the guest's room.

Should there be any suspected case of Covid-19 then rooms will be left 72 hours before having an enhanced deep cleaning undertaken by a professional cleaning company.

### **Food & Beverage**

All food and beverage areas will be set to social distance regulations. All tables will be distanced for the wellbeing of all guests.

All of our staff will be wearing face coverings and gloves for the comfort of our guests and gloves will be worn when handling cutlery, condiments and any other items usually transferred by hand.

Our payment terminals will be sanitised after each use and we recommend contactless payment where possible. All menus are laminated and will be sanitised after each guest use. Nothing will be left out on tables. All condiments will be brought out on request. All crockery will be rinsed and then placed through our dishwashers where they are cleaned and sanitised in line with food safety regulations. The dishwashers themselves are deep cleaned after each service. No linen to be used. All areas are being subject to enhanced cleaning routines with focus on the bar, welcome lectern and all in-restaurant service points.

The bar is fully enclosed with Perspex screens.

Breakfast will be served to order (cooked and continental options available) and there will be no buffet. Guests will be asked to pre-order their breakfast and table reservation the night prior.

Where room service is provided, this will be restricted to delivery to the bedroom door to minimise the in-room contact from staff. All room service trays, cutlery, crockery and condiments will be sanitised after each use. We ask that guests leave their tray outside their room or contact reception after use to allow for timely collection and sanitation.

Food preparation areas will be cleaned and sanitised regularly throughout shifts and our kitchens will be subject to deep cleaning on a daily basis prior to any food preparation. Our kitchen team will use their own designated utensils and should any equipment be shared, it will be sanitised before and after use. Dirty crockery and cutlery will be separated from the rest of the kitchen area. Kitchen staff will be wearing face masks, gloves and face shields.

As is our normal practice, we will continue to work within food safety regulations and under the guidance of food standards agencies.

## **Leisure Facilities**

As per government guidance, 'The Toning Room' is currently closed.

### **Please Note**

Our team have all been trained on awareness of Covid-19 and all the relevant health and safety practices surrounding this.

We would also take this opportunity to remind guests of the government guidance regarding hand hygiene. The recommendation is regular hand washing for 20 seconds or use of hand sanitisers regularly. Our team will be following this guidance, and this will be monitored by our manager on duty.

We hope to see you soon!