



## **Coronavirus (COVID 19) Guidance/Risk Assessment**

### **COVID 19 – 8 Point Plan – 22nd JUNE 2020**

Dear Guests, Welcome to The Mariners Guest House

In order to comply with the Government's COVID -19 Guidance, we have developed a Covid-19 Guidance 8 Point Plan as outlined below. A copy can be provided by email

Note this may be subject to change, in accordance with future Government Directives.

We hope this information will be informative, offers reassurance and enables you to have a enjoyable stay at the Mariners

#### **1. General Protective Measures**

1.1 Any guests who believe they have symptoms of the COVID-19 virus prior to arrival at the Mariners Guest House should contact us with a view to cancelling or amending their reservation and follow the UK Government COVID-19 Guidance.

1.2 Any guests who believe they have developed symptoms of the COVID-19 Virus following their arrival at the Mariners Guest House should inform us immediately.

1.3 4 Further to 1.2 above, we will immediately advise remaining/future guests and follow UK Government COVID-19 Guidance.

#### **2. Mariners Guest House Check-in/ Checkout**

2.1 Our normal check -in time is 5-10pm with later arrival times by agreement only

early check in times may be possible

2.2 On arrival, we are requesting that guest ring the bell, and to wait outside the front door

2.3 We will meet guests at the front door and request they sanitise their hands on entering the property

2.4 New arrivals will be advised to queue outside if we are dealing with a guest following socially distancing guidelines or wait in their cars

2.5 It is important that Social Distancing is maintained so please do not congregate in the lobby area.

2.6 To ensure Check Out is timely and observes social distancing, Invoices will be available and payments using card payment machine or online and will be taken at check-in.

2.7 Keys will be returned to a key pot all keys are sanitised in a high powered UV light box

### **3. Social Distancing**

3.1 Shared access spaces such as the staircases are narrow and we ask guests to check that thoroughfares are clear, to avoid contact as much as is reasonably practicable and use the hand sanitiser situated on the wall on each of the landings

3.2 There are “refugees” at each half landings and we ask that guests use these where necessary, to maintain social distancing guidelines.

3.3 Signage is visible as a reminder to socially distance

### **4. Food Service/Breakfast**

4.1 To maintain social distancing rules, we have modified our dining (breakfast) room and breakfast times, to limit the dining room maximum occupancy at any given time to four couples Perspex screens will be erected between couples for extra protection

4.2 We will be as flexible and as fair as possible and your preferred breakfast time will be discussed at check in Please note times are on a first come, first serve basis. Couples travelling together will be encouraged to eat breakfast together

4.3 We request that guest attend the dining room at their chosen time, and you will be met at the dining room door and encouraged to use the hand sanitiser

4.4 Our breakfast buffet is now being served individually wearing PPE  
condiments and sauces re prepared individually on request

4.4 A Hand Sanitiser station is opposite to the dining room door

## **5. Hand / General Hygiene**

5.1 We provide anti-bacterial hand sanitisers in the ground floor lobby, outside the dining room, one the first second and third floor landing areas and would encourage guests to use these as often as necessary, in particular, when entering the building there is highly visible signage encouraging use

5.2 Cleaning and disinfecting of all high touch areas and surfaces such as door handles and stair rails will be sanitised on a regular basis using appropriate disinfection/anti-bacterial cleaning products.

## **6. Room Cleaning**

6.1 We continue to maintain our high standards of hygiene in bedrooms and en-suite facilities using appropriate anti-bacterial cleaning products paying particular attention to non porous items such as remote controls hairdryers kettles light switches a fogging machine with an antiviral liquid will be used 24 hours prior to the guests arrival for extra protection

6.2 All towels are professionally laundered to a high commercial standard

6.3 All bedlinen are laundered in house with anti-bacterial additives to ensure high hygiene standards.

6.4 Wall mounted Shower gel/ shampoo and anti-bacterial hand wash bottles are sanitised before each new guest arrival. Small individual cellophane bags containing earbuds and cotton pads are provided

6.5 Soft furnishings have been removed to minimise infection throws and extra pillows are stored in vacuum bags for your comfort and laundered before the next guest

6.6 Following departure all rooms will be rested for a minimum of 24 hours and then be thoroughly ventilated fogged and sanitised using antiviral sanitising products to a strict checklist

6.7 Following departure all hospitality trays are sanitised and all contents are replaced in the box

## **7. Room Service**

7.1 Room service is now limited to refreshing of hospitality trays and bin emptying (to minimise risk to staff). We provide notices (to hang on door handles) if this is required

7.2 We provide two waste bins per room, one for general waste and one bathroom bin which we would encourage the guests to use

7.3 If you require towel changes mid stay (usually only where more than three days), please place your towels in the shower cubical

## **8. Personal Protective Equipment (PPE)**

8.1 We do not provide PPE for guests but would encourage guests to wear whatever PPE they feel happy with.

8.2 Staff will wear PPE at times, and we hope this is not detrimental to the service we offer.

8.3 COVID 19 specific health and safety signage will be visible throughout the property, to assist guests and staff.

We hope the above information is useful, the measures in place are easy to follow/ not too intrusive and do not detract from your experience at the Mariners Guest House

We would welcome any feedback or ideas that you may have with regards to this policy.

The guidelines we are adhering to

### **Section Three: The key guidelines we are adhering to**

- [UK Government guidance for cleaning in non-healthcare settings](#)
- [WHO guidance for COVID-19 management in the accommodation sector](#)
- [WHO guidance for hand hygiene](#)
- UK Hospitality COVID-19 Secure advice and risk assessment for hospitality businesses

Courses completed Understanding coronaviruses

Environmental cleaning

Coronavirus Awareness course

Welcome, during this very difficult time we thank you for your continued support and loyalty.

The Mariners has always put the health and safety of its guests first and even more so during the Covid-19 pandemic. We have conducted a thorough Risk Assessment; reviewing every part of our guest house and our processes and made appropriate measures and controls to minimise the risks of infection from Covid-19 available on request by email

The measures we've put in place include:

\*Enhanced cleaning beyond our usual high standards. All key areas of the guest house will be cleaned and sanitised in a UV light box to government guidelines on a regular basis, including door handles, light switches and regular touch points. All guest rooms will be cleaned and sanitised using high quality cleaners and disinfectants. All linens will be washed above 60°C towels are laundered off site by Buckley Linen

\*Investment in high quality hand sanitiser and cleaning wipes at key points through the guest house for guests.

\*Processes to enable social distancing between staff and other guests, where practically possible.

. \*Staff will maintain a high level of hand cleanliness and hygiene.

We are happy to discuss every aspect of the measures that we have put in place and if necessary, the full Risk Assessment will be available to guests.

### **The Safety Steps we are putting in place.**

We are the same friendly and helpful people as we were before Covid-19 and will do everything we can to ensure you have a wonderful and enjoyable stay.

We are committed to providing all our guests a clean and safe environment to stay whilst in Plymouth and using best practice Government and the World Health Organisation guidelines we have put in place a set of safety and hygiene protocols to ensure Mariners is as clean and safe as possible. James and Marie have undertaken courses to be attained with the accreditation of the AA and Visit Britain

#### Social Distancing

Measures are in place where possible, in the guest dining room and landings there is signage around the building as a gentle reminder

#### Hand Sanitising

We have placed wall mounted Hand Sanitiser for guest use on all landings and at the entrance to the dining room and we ask that you use them coming down to breakfast and especially when you re the building please don't be offended if we do a gentle reminder its new for all of us

#### Cleaning and Disinfecting

. All key touch points will be regularly cleaned using EU standard BSEN1276 sanitiser and U V lights

## Staff Health, PPE and Cleanliness

We will be wearing a visor at breakfast service. We will be wearing gloves and aprons when cleaning. And room service We follow the government strict guidelines for hand cleaning and respiratory hygiene.

## Express Check-in

To minimise guest-staff and guest-guest contact a new streamlined check-in process has been implemented. This includes a pre- registration form attached to your booking room keys sanitised and placed in the room. We will escort take you to your room being socially distanced

## Your Bedroom

Your room will be deep cleaned and sanitised to a high standard using EU standard BS1SEN1276 cleaners and sanitisers remote controls will be placed in sealed hygiene bags. We have removed additional soft furnishings and printed materials to minimise contact surfaces, but these are available on request laundered throws have been stored in vacuum bags in the wardrobes if you use the throw please leave out so we can launder it the guest information book has been removed but can be read on our website

## Room service

We are happy to provide a light room service to top up service of Tea Coffee and Toiletries and a bin emptying please put the indicator tag on the outside of the room

## Breakfast Service

To provide a high quality, smooth breakfast service It will also be necessary to limit the number of people in the dining room to ensure the recommended social distance and at busy times you may be requested to wait until space is available allowing for cleaning between guests We will ask your preferred breakfast time and will endeavour to fulfil your request We will serve your breakfast to the table, including tea, coffee and juice. cereal yogurt and fresh fruit there is a set down area allowing the recommended distance

## Symptoms of COVI19

Should you develop symptoms of COVID19 please let James or Marie know immediately and we will run through with process which will need to be put in place following Local and Government guidelines in respect of travel and extended stay and cost