



COVID-19 Protocol

In effect from July 2020

Wingrove House will be operating with the safety of everyone as our top priority. We have put the following measures in place to ensure the health & safety of our guests and staff:

General

- We encourage guests to use the hand sanitizer provided on their arrival.
- All staff will receive training on our new standards regarding COVID-19 health & safety.
- PPE (masks and gloves) to be worn by staff where appropriate.
- Increased cleaning schedules of all public areas, with an emphasis on deep cleaning frequent contact surfaces.
- We encourage guests to limit their time spent in Reception, staff are available to guests by either calling Ext 100 from your room or via email on info@wingrovehousealfirston.co.uk
- We have removed regular touch items, such as leaflets, books and games.
- We encourage guests to wear a face covering while moving around communal corridors where it is not as easy to stick to social distancing.

Reception

- Social Distancing Rules will apply in our Reception area, with markings and signage where possible.
- We have increased on our existing cleaning routine with an emphasis on deep cleaning frequent contact surfaces.
- We will no longer ask you to complete a paper registration form.
- Contactless payments are encouraged.

Lounge

- Furniture will be positioned to allow guests to relax while still sticking to social distancing rules.
- We have removed the games from the lounge to help prevent cross contamination, feel free to bring your own to enjoy.
- The cleaning routine in the lounge has been increased with an emphasis on deep cleaning frequent contact surfaces.
- Tables and chairs will be cleaned in between uses, signs will be placed on them so you will know it has been cleaned and sanitized.
- We are that guest stick to social distancing guidance while using communal areas of the Hotel.

Guests Rooms

Prior to your arrival

- All rooms are given a deep clean before your arrival.
- All linens are cleaned by a specialist company at high temperatures.
- All surfaces and high touch areas are cleaned with V2 – an Anti-Viral spray cleaner.
- The tea and coffee facilities are thoroughly cleaned and sanitised and freshly stocked.

During your stay

- Hand sanitiser will be provided in guest rooms and throughout the hotel.
- If you are staying with us for more than 1 night, we will service your room as normal, but we will no longer touch any of your personal belongings. Please ensure your bed is clear of personal belongings if you wish your bed to be made. If towels are left on the floor they will be replaced with clean ones, otherwise they will be left where they are. If you would rather, we do not service your room let reception know by calling 100.

Restaurant

- Restaurant operates with a one-way flow system – Entrance via the reception area and exit through the terrace doors, across the veranda, through the garden and back through the front door.
- We will be staggering booking times more to keep the number of people arriving at one time to a minimum.
- Individual menus will no longer be available, the menu will be displayed in a frame on your table, this will be removed once finished with and sanitized before used again.
- Tables will not be laid up as usual. Cutlery, glasses and sauces will be brought to your table as needed
- Sachets of condiments will be used for the time being.
- In between uses the table will be sanitized and a sign placed on it so you will know it has been cleaned and sanitized.
- Staff will be fully trained on safe service and social distancing procedures.
- Where appropriate staff will wear PPE (personal protective equipment) gloves, masks and aprons.

Bookings and Table Sizes

- We encourage only customers from the same household or support bubble to be seated together indoors.
- We encourage customers from up to two households or support bubbles to stick to social distancing when seated indoors.
- Maximum of 6 people from any number of households to be seated or stood together outside following social distancing rules.

Test and Trace.

Any premises where customers or visitors spend longer in one place and come in close contact with people from other households there is a higher risk of transmission. To help the Government manage this risk they have asked that we collect and maintain details of our staff, customers, and visitors.

Information we will collect

- The name of the customer or visitor. If there is more than one customer, we will collect the details of the lead member of the group.
- If customers are from more than one household, we will collect details of one lead member per household.
- Contact number of lead member or customer.
- Date of visit and arrival time.
- If the customer's interactions are limited to one member of staff we will record who the staff member was.

Although this is voluntary, we do encourage all customers and visitors to our premises to share their information with us, for us to support NHS Test and Trace. The information will only be used when necessary to help stop the spread of Covid-19.

We will hold onto this information for 21 days. This reflects the incubation period of Covid-19 (which can be up to 14 days) and an additional 7 days to allow time for testing and tracing.

Customer Toilets

- We have increased our cleaning routine for our customer toilets.
- The regular cleaning and checks will be documented and displayed in the toilets for you to see.
- We encourage guests who are staying with us to use the toilet facilities in their rooms.
- We encourage guests to use the hand sanitiser provided before entry to the customer toilets.

If you become unwell when staying with us with any of the following symptoms.

- **High Temperature**
- **New continuous cough**
- **Loss of taste or smell**

Please stay in your room and call NHS 111. Do not come down to reception to inform us, instead call us on Ext 100 during operating hours or on Ext 116 for the Night Porter.

We will continue to review these procedures in-line with the guidance provided by the UK Government and Public Health England.