

## **COVID-19 Risk Assessment - manorhaus Ruthin**

manorhaus, Well Street, Ruthin, Denbighshire, LL15 1AH

Date: 01/07/20

Name: Christopher Frost

Position: Partner

Accommodation - Covid-19 Risk Assessment

Hazard:

### **Covid-19**

#### **Who might be affected:**

Employees, owners, contractors, visitors and guests could contract the virus and fall ill. Special consideration needs to be given to vulnerable groups with the classification extended to those with the most serious underlying health issues as defined by Public Health Wales.

#### **Control Measures:**

Enhanced hand wash routines implemented with reminder notices and information included in pre-arrival notices for guests and employees.

Controls to manage queues at check-in and out are in place to manage social distancing.

Traffic-light system on stairways and excess furniture removed on landings; green descending.

Non-fire doors to be pinned open to allow extra airflow and reduce hand contact points.

Surface sanitiser is effective against enveloped viruses. Compliant with BS EN 1276 (removal of bacteria) and BS EN 14476 (bacterial efficacy) and has been proven effective against enveloped virus.

Hand sanitizer to be provided for guests and all team members for use on entrance/exits and in between tasks and rooms.

Hygiene, social distancing and directional signage notices prominently displayed for all users.

Sanitising of contact/touch points, around the building to reduce the risk of viral transmission via surface contact.

Point of sale removed and electronic menu and drinks list only available.

Return to work assessments completed by all staff to determine their fitness to work and the risk to those they live with.

Temperature checks completed with all workers prior to starting each day and recorded.

Staff and guests strictly excluded based on government guidelines if they are displaying any symptoms of illness or if they are required to self-isolate.

Employees advised to launder work clothes at least 60°C.

All staff trained on social-distancing, known routes of transmission and additional controls introduced to maintain wellbeing; information provided to guests pre-arrival.

All guests, contractors, etc., to complete a health assessment questionnaire.

Communication channels available for employees and guests to raise question and concerns in order to support their physical and mental health.

Face masks and nitrile gloves available for employees to use if they wish.

## **COVID SECURE CUSTOMER CHARTER**

We regard the safety of both our guests and staff of paramount importance. We are continuing to monitor and implement amendments where necessary in line with Government and Public Health Wales legislation. In the meantime, we have amended our safe working procedures internally and we would like to share the most pertinent with you now for when we re-open. If you have any further questions or would like to discuss any of our amendments in more details please get in touch at [post@manorhaus.com](mailto:post@manorhaus.com)

### **Our commitment to you**

Upon arrival you will notice that our reception team won't be as front facing as usual but we are still here to help you and answer any questions you may have.

The usual arrival procedures will be completed prior to your check in at the hotel and you will be provided via e-mail information to make your stay as comfortable as possible, including accessing the building, your room and the parking arrangements.

Your room key will have been sanitized and placed in your room - we will provide you with a mobile phone number which you can call or text should you need anything.

We regret that we won't be able to assist you with your luggage and we will not be able to store any luggage at the end of your stay.

Breakfast will be served in-room in a "grab and Go" bag left at your door.

We will not be handling any cash until earliest 1st August 2020.

During your stay we will encourage you to contact reception with a dedicated mobile number which you can ring or text.

When it is time to leave a copy of your bill will be placed under your door on the morning of check out.

All payments will be completed remotely and if we run into any problems, we will give you a call in your room.

## **Food and Beverage**

We will be observing strict limits to how many guests we can serve every 15 minutes for dinner. Please bear with us as we adjust to these new working practices and any delays that may come as a result.

We will not be handling any cash until earliest 1st August 2020.

All of our menus will be electronic.

There is no extra surcharge for room service - this is only available for dinner and we will communicate with you clearly how you can order and when it will be served to your room.

Any room service that is ordered will be left outside of your room and will not be brought in; once you have finished just leave the tray outside of your room and we will collect.

## **Other Facilities**

Sauna, steam room and guest library are currently out of use; the cinema may be used with ADVANCE notice only due to enhanced cleaning measures.

## **Hotel Cleaning**

We have added to our already rigorous cleaning regime around the building to make sure you feel as safe as possible.

We are currently not offering any or linen changes during your stay.; the only time somebody will enter your room is for emergency maintenance. However, you will be able to contact us to ask for any extra amenities you need during your stay and these will be placed outside of your room for you to collect at your convenience.

The communal toilets will not be open for guests use - you will need to use your own bathroom in your own rooms.

## **General Procedures**

Our team will be making sure they follow social distancing measures at all times and we would be very grateful for all guests to also participate.

A traffic light system applies to all stairways; please allow descending travellers a right of way. Stay where it is safe - in your room, in a stairwell - to allow descending guests to travel freely and safely at their own speed.

In the rare occurrence our fire alarm was to sound please do evacuate safely. The fire assembly point is by the Police Station on Record Street, just behind the building. This means that social distancing can still be adhered to.

The team will be wearing the appropriate PPE to do their job, please note this is for the safety of both you and us.