|  |  |
| --- | --- |
| RISK/HAZARD | CONTROL MEASURES |
| Arriving | Guests are greeted outside and shown to their room maintaining a 1m distance.  Each room has direct access. |
| Check-in | All arriving guests (or lead booker) will have been provided with a welcome email explaining and reminding them of social distancing requirements, the available facilities, arrangements for food and beverage service, daily housekeeping arrangements, additional in-house amenities (anti-bacterial hand gel & additional cleaning measures), actions if Covid-19 symptoms appear, contact details for test and trace, payment arrangements and check-in/out arrangements.  Check-in procedure:   * Guests will have filled in an electronic registration form providing the names of all guests. * They will have signed to say they are Covid-free. * Please provide us with an approximate time of arrival, * If you happen to arrive at the same time as other guests, please always maintain social distancing * Please use the hand sanitising gel * We will have sanitised our hands * We will not offer to carry your bags unless you have mobility problems * All room keys will have been disinfected |
| PPE | Because of Bridleway B&B's set up with each room directly accessed, and no shared internal spaces, it is not necessary to wear masks. |
| Handwashing/sanitising | The frequency of handwashing/sanitising will be increased by us, and everyone who enters the property will be required to sanitise their hands.  Hand sanitiser is placed in each room with an alcohol content of 60% plus. |
| Touchpoints | Guest rooms - When a guest room is vacated/guests have checked-out, cleaning will take place in accordance with our normal practices – but with the addition of the disinfection of in-room high contact points. (see appendix 1 for more details)  All disinfectant spray and wipes in use are effective against enveloped viruses and kill 99% of bacteria. Dettol wipes are placed in guest rooms for added reassurance. |
| Suspected Case of COVID-19 | In the event of a suspected case of Covid-19, immediate cleaning and disinfection will take place in the areas where the case has been. We will also quarantine the guest bedroom for 72 hours once the guest has checked out. (see appendix 2 for more details)  Guest communication |
| Guest communication | We have introduced a messaging system which encourages conversation with guests.  This is done via our booking system, guests are contacted before their stay and the dialogue continues using this system during and a message after their stay |
| Payments | It is usual now for deposits and balances to be paid via our booking system using a secure payment portal. |
| Emergencies | In a fire or emergency evacuation where the building must be evacuated, the 1m social distancing requirement is not necessary if it would be unsafe to practice it. Always dial 999 in an emergency. |
| First Aid | If needed, emergency First Aid will still be provided.  We will conduct a dynamic on the spot risk assessment on the balance of necessity of providing first aid and the likelihood of contracting or spreading infection. Always dial 999 for emergency medical help. |
| Servicing rooms | Guest rooms will not normally be serviced during guest stays, unless requested  If you require replacement towels, please inform us and we will arrange for these to be changed when you are absent |
| Food preparation | High standards of personal hygiene and cleanliness are already in place for our food and beverage production.  We have a 5\* food hygiene rating issued by West Lindsey District Council.  Our HACCP and food safety management system details all controls we have in place around safe food handling and production. The risk of Covid-19 being contracted through consumption and handling of food remains low.  All crockery, glassware and cutlery used by guests will be disinfected in the dishwasher after every use.  Guest send a message the night before breakfast with their order, and a time. Breakfasts are delivered to guest rooms. Breakfast menus are sent to guests in a welcome message |
| Changeover cleaning | When a guest room is vacated/guests have checked-out, cleaning will take place in accordance to our normal practices – but with the addition of the disinfection of in-room high contact points. (see appendix 2 for more details) |
| Laundry | All used laundry is bagged at source and stored separately to clean items.  All laundry is taken off-site for cleaning by a specialist contractor. |
| Check-out | Any outstanding payments should have already been completed through our secure online portal (wherever possible).  We welcome the opportunity to be able to say goodbye to our guests, whilst maintaining social distancing.  We ask that room doors are left open with the key left in the door. |

**Appendix 1 –** **Guest rooms**

When a guest room is vacated/guests have checked-out, cleaning will take place in accordance with our normal practices – but with the addition of the disinfection of in-room high contact points. These are listed below.

All outer bedding is removed, bagged, and sent to our professional laundry provider for cleaning in line with government guidelines. In addition, we will use fabric disinfectant spray (Dettol – kills 99.9% of bacteria) on pillows and duvets.

* Light switches
* Shower switches
* Lamp switches
* Power socket switches
* Bedside tables
* TV remote control
* Taps
* Flush handles and toilet seats
* Door handles & lock – inside and out
* Hairdryer handles
* Wardrobe door handles
* Drawer handles
* Kettle handle and lid
* Drinks coasters
* Window levers
* Coat hangers

We will be using the following processes in conjunction with our usual practices;

* Ensure the room is ventilated whilst cleaning. This will ensure that there is no airborne virus in the property.
* Wear the appropriate cleaning protective clothing (gloves).
* Prepare the area to be cleaned – remove waste and unused items (such as tea tray produce and bathroom products), remove dirty linen and towels and carry out any initial cleaning required (ie; take all crockery, glassware to dishwasher, clear surfaces, and remove magazines and welcome folder for disinfecting with antibacterial wipes).
* Bedding & Linen: Remove dirty linen carefully directly into bags. Linen should not be shaken in case viruses are dispersed through the air. Ensure it is removed from the room prior to cleaning. Bedding (pillows and duvet) will be sprayed with fabric disinfectant. Remove gloves and dispose of them after stripping beds. Wash hands.

**Appendix 2– Suspected case of COVID-19**

1. If guests arrive at our property with symptoms of COVID-19 we will advise returning home and self-isolate in accordance with current Government guidance. If guests have acute breathing difficulties, we will call 999.
2. If a guest develops symptoms during their stay at our property, they must declare it immediately and self-isolate in their room where they are to minimise any risk of transmission – and make immediate arrangements to return home as soon as possible. If guests have acute breathing difficulties, we will call 999.

In both cases, guests should use private transport but only drive themselves if they can do so safely. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority.

Guests should follow government guidance on dealing with a possible or confirmed COVID-19 infection. Once the guest has returned to their main residence, they should continue to follow the government guidance on self-isolation, household isolation and social distancing and request/acquire a Covid-19 test.

This will apply to all guests that were present in the room.

If it is understood that if anyone staying in the property contracts the virus the following steps will be taken in conjunction with our usual cleaning policies and additional high touch point cleaning;

* A fully protected housekeeper (gloves & mask) will use disposable materials to wipe down all door handles, light switches to try and minimise risk of spread.
* All rubbish should be double bagged and placed in a suitable outdoor bin for removal.
* Once the property is vacated post-infection, our appropriate cleaning procedures (in addition to high contact point disinfection) will be followed as per the official UK Government advice –
* Steam Cleaning: We will steam clean all upholstery, fabric furnishings, headboards, and mattresses to prevent the spread of the coronavirus (heat breaks the virus down).
* The room will then be quarantined for 72 hours.