

# ANDERBURY HOTEL

— COLLECTION —

## COVID-19 CLEANING AND OPERATIONAL POLICY



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## GUEST POLICY

As a recommendation, any guest who has displayed the following symptoms a; Cough, Fever, Breathlessness, Sore Throat, Headaches within the last 14 days should be recommended to reschedule their visit until they and their household members have been cleared of symptoms by 14 days, unless these symptoms are due to pre- existing medical conditions.

The hotel reserves the right to deny entry and or cancel reservation if the guest displays such symptoms on arrival for the security and protection of its guests and team members.



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## HOTEL ENTRANCES AND PUBLIC AREAS

- Social distancing applies everywhere including public areas and outside entrances.
- To support the Government's essential emergency measures we are required to monitor the number of people entering our premises and using our lobby to ensure social distancing rules are observed.
- Please help us by respecting social distancing. In some areas there may be signage to assist with distancing.
- Please do not congregate in any of our public areas. This includes outside areas of the hotel and at entrances.
- CLEANING STATIONS: are located at primary entrances and key high traffic areas, please sanitise your hands before using the elevator button.
- ANTIBACTERIAL hand wipes will be available for all guests to pick up from reception.
- REGULAR CHECKS of all wash rooms, cloakrooms, staircases - door handles etc in public areas



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## RECEPTION AREAS

- Reception staff must remain behind the desk.
- Desk tops and Desk Equipment (e.g. keyboard, mouse, PDQ) must be sanitised regularly.
- Don't handle the guests' payment card and always remind them to use contactless and be mindful that payment limit for contactless may have increased.
- Key Cards should be disinfected prior to use.
- Guests should be asked to USE CARD PAYMENTS ONLY- PDQ machines should be wiped down with a disinfectant wipe after each guest use.
- Pens to be wiped down with a disinfectant wipe after each guest use - encourage guest to use their own pen when possible. Do not share pens between reception team members and or guests.



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## LIFTS

- In line with Government Guidelines on applying social distancing we would like to remind all our guests that there should not be more than 1 person per lift, unless you are from the same room, household or social bubble.
- CLEANING STATIONS: Provide stations at primary entrances and key high traffic areas, please sanitise your hands before using the elevator buttons.
- ANTIBACTERIAL hand wipes to be available for all guests to pick up from reception



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## BEDROOMS

- Once a bedroom has been fully serviced an additional level of assurance will be created by placing a room seal on the doors to indicate to guests that their room has not been accessed since being thoroughly cleaned.
- BEDROOM ENTRY RESTRICTED. No access will be made to the bedroom during a guest stay. Housekeeping or Maintenance team members will only enter the bedroom if there is an issue. If a member of staff has to enter a bedroom whilst the room is occupied the team member will be wearing PPE.
- REMOVE ALL COLLATERAL FROM BEDROOMS: Remove pen, paper and guest directory; supplement with digital or available upon request.
- KEY TOUCH POINT DETAILED CLEAN IN BEDROOMS: Extra disinfection of the most frequently touched guests room areas – light switches, door handles, TV remotes and more.
- CLEANING STATIONS: Provide stations at primary entrances and key high traffic areas, please sanitise your hands before using the elevator button.
- ANTIBACTERIAL hand wipes to be available for all guests to pick up from reception



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## RESTAURANT, BAR & FOOD SERVICE

- During lockdown and further until Government policy allows our lounges and bars will be closed.
- WE WILL ONLY BE OFFERING ROOM SERVICE
- All restaurant areas must be closed for all food and beverage INCLUDING FOOD BOUGHT IN BY GUESTS.
- Room service if offered. Is to be taken to the rooms on a tray, the guest will be asked to take the tray once it has been placed on a table outside the room. Staff have been trained to never hand you a tray directly, due to social distancing guidance.
- The staff will deliver your order, leaving the tray outside your room then complete within three minutes satisfaction check.
- We will not ask for you to sign for room service. All tray, cutlery will be sanitised before delivery.
- Guests must call reception once they have finished with their room service tray, for a member of staff to collect it.
- Reception will then inform you to place the tray back on the table located outside your room



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## RESTAURANT, BAR & FOOD SERVICE

- Once we can open the lounge and bar areas, bar stools will be removed and lounge chairs will be placed at 2 meters apart.
- Table service will be offered, two receipts will be printed, one will be for the guest to confirm the order and the other will go to Reception to be charged onto your room account.
- Table service only- guests will not be permitted to stand at bars.
- Tables and chairs will be positioned 2 meters apart where possible
- Menus will be limited • Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces and shared spaces after each guest use
- Cutlery, crockery and glassware are cleaned and disinfected after each guest use.
- No buffet service will be permitted
- Open displays of food will not be permitted



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## TEAM MEMBERS

- All team members have been trained in line with the new cleaning process for hygiene and cleanliness in all areas of the hotel.
- All team members have completed Covid 19 Awareness Training, Returning to Work After Covid 19 and Mental Health Awareness.
- All team members and their families have access to COVID-19 testing if they suffer from symptoms.
- All team member canteens are open with social distancing in place - with team members taking breaks in designated areas. Break areas are then deep cleaned after each use. Maximum of 5 people in the designated area at anyone time to ensure social distancing is practiced at all times.
- Hotel team members will be provided with the adequate amount of PPE to ensure they can continue to work in a safe way whilst offering you a true customer service experience.



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## OFFICES

- Where there are multiple workstations in close proximity, we have considered separating desks to create more space between them to comply with social distancing measures.
- Where there are a greater number of people in one office at any one time team members can be asked to work from a different workstation if social distancing cannot be adhered to.
- Each team member will be assigned one desk, and will be actively discouraged from sharing office equipment.
- Where possible and in accordance with your hotel policy reservation stations will be 2 meters/ 6 ft. apart.
- Where possible workstations should not be shared.
- Headsets, telephones and desks including; keyboard, mouse, laptops and stationary should be sanitized before the start of each shift and at the end of each shift.
- Hand sanitizers will be available at each workstation.
- Hands should be sanitized before coming into contact with guests/employees including handling letters of confirmation/ information and before preparing mail to be posted.



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