

We confirm we have complied with the government's guidance on managing the risk of COVID-19.

This policy is intended to introduce consistent measures at The Whitebrook Restaurant with Rooms in line with the Government's recommendations on social distancing.

We have at the first instance carefully looked at the business and enabled all those who can and who should work from home to do so. Where this has not been possible, the business has undertaken a risk assessment to make the working environment as safe as it possibly can to follow the Government's guidance on Coronavirus.

We have carried out a COVID-19 risk assessment and the results will be shared with the people who work across our business.

We have additional cleaning, handwashing, and hygiene procedures in place according to current government guidelines

We have taken all reasonable steps to maintain a distance in the workplace, again in accordance with current government guidance.

Where our staff and guests cannot be sufficiently apart, we have done everything practical to manage transmission risk

We will remind our employees at every opportunity of the Operating Procedures which are aimed at protecting them, their colleagues, their families, and the UK population. If The Whitebrook Restaurant with Rooms is not consistently implementing the measures set out below, it may be required to shut down.

This policy will be reviewed and revised as necessary in response to changes in legislation or guidance on methods of working. Employees, contractors, suppliers, and consultants are all required to cooperate with us in making this policy work.

STAFF PROCEDURES

All employees have been contacted and assessed for Personal health concerns
Familial health concerns which could impact employees returning for work have been addressed and have been eliminated

Arriving for work all team members will be temperature checked daily, asked for COVID-19 symptoms and will be asked to immediately wash their hands before starting work.

All team members will always wear face masks and gloves as and when required.

ENHANCED STANDARD OPERATING PROCEDURES

We have removed our lounge area for the moment creating a new area to welcome guests, terrace to be used for pre dinner drinks, weather permitting.

We have reduced the number of tables in our restaurants to maximise space around diners

Every menu is cleaned and sanitised. A tablet will be offered to diners to look at the wine & drinks list.

We will be reducing the number of team members attending each table and have a strict area for each team member and their sections.

Tables will be set using gloves and facemasks

For water & wine service, the first glass will be poured and the bottle left on the table for the guest to refill. There will be no more jugs or topping up of water by our front of house team.

Napkins will not be replaced or folded when a guest leaves the table.

After every interaction with a guest which results in contaminated contact (e.g. removing plates/glasses from a table), staff are required to wash/ sanitise their hands

Small bottle of hand sanitiser will be provided for guests on each table

Disposable gloves will be used by team members for preparation and cleaning

Face masks will be available and mandatory for all team members

Regular scheduled sanitising of all shared surfaces.

No physical contact such as handshakes, high fives, hugs etc will be permitted

Guests will have access to hand sanitizers throughout their time with us.

TOILET FACILITIES

Restrict the number of people using toilet facilities at any one time with signage and door locks. Limit of one person at a time

Wash hands before and after using the facilities

Enhance the cleaning regimes for toilet facilities particularly door handles, locks, and the toilet flush

Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal

ACCEPTING DELIVERIES

We are fully briefed on all our supplier processes and hygiene procedures and have approved these

Deliveries will be dropped to a specific external drop off point.

Deliveries are checked by a dedicated senior member of the team

WELCOMING OUR GUESTS

Upon entering our restaurant, we will kindly ask our guests to:

Sanitise hands with provided hand sanitisers

To confirm that they are not experiencing any COVID symptoms

We will take the liberty to check our guests temperature. If we notice a high temperature it may result in the reservation being cancelled and asked to return home.

If guests would like us to hang their coats for them, a coat protection bag will be offered to wrap their coats

WELCOME TO OUR ROOMS

Guests staying with us overnight will be reminded of social distancing guidelines pre arrival.

We will ask guests that stay with us to complete a form that confirms that they are not showing any symptoms of Covid-19.

In addition to our usual high cleaning standard we follow the below procedures:

All housekeeping staff will always be requested to wear a face masks and gloves while cleaning the guest rooms. They will be changed in the event of cross contamination with each room at each point and hands are washed frequently. Gloves will also be changed when cleaning the bathroom and when collecting bedding and towels.

Housekeeping caddy/tray & equipment are sanitized at the start and end of each shift
In accordance with our standard procedures all doors and windows are opened during cleaning to ensure adequate ventilation

Cleaning is done in a clockwise movement around the room to avoid retouching any surfaces.

Disinfectant is sprayed on all surfaces, including items like TV remote control, telephone handset, kettle, door handles, light switches, and curtain wands etc. Disinfectant sits for the recommended period to ensure it has time to kill any bacteria.

All hard surfaces in the room are dusted and wiped with sanitiser.

Remove Personal Protective Equipment before exit. Dispose/contain properly to avoid cross-contamination. Place it into a specific and identified waste bag

Perform hand hygiene for at least 20 seconds

CHECK IN

Later check in time of 5pm to allow for more thorough cleaning of rooms

Check in times to be staggered to avoid overcrowding.

All room keys will be disinfected prior to the guests arrival

Guests are to collect room key when checking in

No escorting to the room by team member to reduce contact.

Announcement will be placed in each room to remind guests to follow social distancing advice and clean their hands regularly and well as advise of any additional information

CHECK OUT

Bills to be confirmed with guests at the table after breakfast or over the phone in the room and payment to be processed to minimise unnecessary contact. This can be emailed to the guest to confirm should they have any queries.

Payment to be taken over the phone and final invoice will be emailed to the guest to avoid additional contact.