

Covid-19 Policy

High Blean B&B
Raydaleside
DL8 3DJ.

Following a risk assessment, this Covid-19 policy has been produced for the protection and safety of our guests while staying at High Blean. The procedures and information within this document have been produced in line with current UK government guidelines for Covid 19. More information can be found out about Covid-19 on the UK government website www.gov.uk/coronavirus.

The procedures and contents of this policy may change in the future along with any UK government guideline amendments or updates.

High Blean provides sleeping accommodation in en-suite rooms with breakfast.

The Hazards :

SARS-Co V-2 is a respiratory virus that can invade a host via the respiratory route or via hand to eye / mouth / nose contact, causing the disease Covid-19.

People who appear healthy may be carrying and shedding the virus, which can be passed on either directly or indirectly to others. This means we need to assume anyone could be carrying the virus.

The routes of transmission (how the hazard can cause harm - the risks).

- Direct contact to face - eyes, nose from droplets or aerosols spraying from an infected person onto another person who is close by.
- Contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands onto eyes and nose and mouth. Other means of secretions getting onto surfaces from infected people touching their eyes, nose, and mouth and then touching surfaces with contaminated hands.
- Contaminated hands of infected people can transfer the virus directly to others (e.g. handshake) or onto hand contact surfaces which can be picked up by other people's hands and transferred to their eyes, nose, or mouth.
- Possible transmission from faeces to hands and then directly or indirectly to the body hands and hand contact surface transfer.

The main controls are :

- Social distancing in accordance with government guidelines.
- Disinfecting hand contact surfaces.
- Hand washing and hand sanitiser use at key moments.
- Not touching eyes, mouth, or nose with contaminated fingers (if used).

The controls set out in this document will be specific to High Blean B&B, taking into account how we operate the business, and how guests interact with us as hosts and any other guests.

Social distancing:

For the safety and protection of all guests, social distancing must be practised at all times.

Cleaning:

Heightened cleaning and disinfecting, particularly to high frequency touch surfaces.

Hygiene:

Good hygiene is vital to the reduction of transmission. Regular hand washing with soap and water or the use of a hand sanitiser in line with government guidelines regarding method and length of washing / sanitising should take place regularly throughout the day, but particularly before handling or eating food, after blowing noses, coughing, or sneezing, or going to the toilet.

PPE :

The government advises that when managing the risk of Covid-19, additional PPE (beyond what you usually wear) is not beneficial. This is because Covid-19 needs to be managed through social distancing and hygiene.

At this time we have decided to only let one room at a time, or both rooms to one party.

Pre guest arrival.

- All guests will be encouraged to read our Covid-19 policy.
- Any guest who has had, or lives in a household with someone who has had Covid-19 in the last 14 days, or has symptoms of Covid-19 or lives in a household where someone who has symptoms of Covid-19, or who has been told to self isolate by the government test and trace programme should not travel to High Blean.

Guest arrival.

- As always we will greet guests on arrival. However in accordance with current guidelines on social distancing there will be no physical contact between guest and host.
- If a guest needs assistance with luggage then we will take it to the room prior to the guest entering the room, or leave it outside of their room door.
- A hand sanitiser will be available in the entrance porch for guests to use before entering the building.

- We will verbally direct guests to their room.
- The sanitised room key will be in the door.
- A welcome letter will be left in the room with information about the room and High Clean.
- Guests will still be offered complimentary refreshments if arriving before 17.00. These can be taken in the guests room, outside, or in the lounge. I

Guest rooms.

- As normal all guest rooms are thoroughly cleaned for guests arrival.
- In addition particular attention will be given to hand contact surfaces which will have been disinfected. Touch points include for e.g (but are not limited to) light switches, bedside tables, remote controls. door handles, hair dryer, kettle, taps, toilet flush and seats.
- If weather permits windows will be opened during cleaning to allow extra ventilation of the room.
- All bedding and towels are 100% cotton and will have been washed at 60°C
- No one will enter a guest room while a guest is present.
- Unless a guest requests otherwise, guest rooms will be serviced on a daily basis, once the guest has left the room.
- Unless a guest requests otherwise used towels will be changed on a daily basis and laundered at 60°C.
- Room collateral (e.g guest information packs, magazines) will be kept to a minimum.
- Torches, spare plugs, and hair dryers will be sanitised for each new guest.
- Soft furnishings will be kept to a minimum and sanitised and rotated between guest visits.
- Bathrobes, hot water bottles, blankets, and extra pillows will no longer be left in guest rooms, but are available on request.
- All complimentary toiletries, bathroom amenities, and refreshments in the room will be new for each guest, and removed when they have finished their stay.
- All glasses and crockery will be removed and replaced when the room is serviced.
- Any waste will be bagged and disposed of as per government guidelines.

Guest Breakfast.

Covid-19 is a respiratory illness which is not known to be transmitted by food.

- Breakfast will be prepared by your host following current government guidelines with regards to personal hygiene and food safety.
- A hand sanitiser will be available for guests to use prior to entering the breakfast room.
- Napkins are 100% cotton and will be changed daily and laundered at 60° C
- Paper menus will be used and replaced daily.
- All cereals, preserves, and sugar will now be individually packaged.

- Condiment containers and bottles will be disinfected after use.
- Tables will be completely cleared after breakfast each day, disinfected and reset.
- All cutlery, crockery, and glassware will be washed and dried in a dishwasher
- No guests should enter the breakfast room once breakfast is finished.

Communal areas.

- As previously, cleaning of communal areas will take place daily. However particular attention will be given to high frequency touch points which will be disinfected on a daily basis.
- Doors and windows will be left open when appropriate to allow ample ventilation of the building.
- If you use any books or maps which are displayed on the book case for your enjoyment, please do not put them back, but take them to your room and they will be sanitised for use by future guests.

Guest's departure.

- Guest to leave keys in the room door.
- On departing room please leave the room door and windows (if weather permits) open.
- Final payment to be made on departure preferably by BACS (which is contact free), or credit or debit card (using a sanitised reader). However cash and cheques will still be accepted.