

COVID-19 Operating Procedures



Down Hall
HOTEL | SPA | ESTATE

Contents

Our management team have invested a huge amount of time into considering the changes we would need to make for Down Hall to be COVID-Secure

Because we did not want to lose the charm, style of service and character that Down Hall has become known for we made the decision to stay closed for slightly longer than other hotels.

Down Hall has been accredited with the AA

The next few pages give an overview of some of the measures we have implemented across the different areas of the hotel.

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Public Areas

- An enhanced cleaning program focusing on “High Touch Point” areas e.g. door handles will be implemented
- All guests will be asked to provide contact details so that we can assist the “NHS Track & Trace” scheme if required.
- Guests will be asked to wear face masks / coverings in all public areas except when eating or drinking – as per current Government Guidance.
- Cash will not be accepted, hotel guests can charge incidentals to the room account, which must be settled by Credit or Debit Card.
- Bedroom keys are sanitised before collection.
- AA “COVID Confident” and Visit Britain “We’re Hood to Go” accreditation schemes in place

Bedrooms

- Where possible we will leave rooms unoccupied for 48 hours in between cleaning and the arrival of the next guests
- Bedroom linen & towels will be washed at temperatures in excess of 60°C, this has been proven to kill any trace of COVID-19.
- Shared guest amenities will be replaced with single use items that will be sanitised before guests arrival.
- Single use "Room Service" menu's and other in-room collateral.
- More frequent use of our "electro static sanitiser spray " which helps to safely clean rooms before guest arrivals.
- Housekeeping staff will wear gloves and mask whilst cleaning rooms, gloves will be changed between each room.





Dining

- Our Restaurant & Bars will close at 10pm, Room Service will still be available to residents.
- Contact details recorded in a GDPR compliant way to assist the NHS “Track & Trace” scheme.
- Reservations required for all Lunch, Afternoon Tea, and Dinner bookings,
- Utilising our largest meeting room as a temporary hotel restaurant in order to allow as much space as possible for diners.
- Breakfast buffets will be replaced with à la carte service for hotel residents only.
- Diners will be encouraged to make use of outdoor space when the weather allows.
- All furniture to be thoroughly disinfected between uses.

Spa & Gym

- We are currently offering all of our treatments with the exception of couples massages
- Spa Therapists will be wearing masks throughout your treatment.
- Guests temperature will be checked on the day of the treatment as part of our standard health screening process.
- Treatment rooms will be thoroughly sanitised between each guests session
- Our Wet Spa area will be restricted to 6 guests at any one time – this is bookable at an extra charge for a two-hour session.
- A maximum of two people can use the gym at any one time – 45 minute timeslots can be booked at reception.





Corporate Events

- Currently a maximum of 30 Delegates are allowed to attend “Business Events” held in a COVID-Secure way.
- Delegates must pre-register to attend events, data will be stored to assist with the “NHS Track & Trace”
- Events will be held in larger than normal rooms to allow greater air circulation.
- Contactless registration and check-in process for event delegates.
- A one-way system will be put in place between the areas of the hotel used for each event.
- Conference set-up’s will adhere to Government guidance and “Physical Distancing” of at least 1m.

Weddings & Social Events

- Currently both Wedding Ceremonies and Receptions are allowed, but with a maximum of 15 guests.
- Additional Government Guidance on Wedding Ceremonies must be followed, this can be found at the link below.-
<https://bit.ly/3fO42qQ>
- Small “Private Dining” bookings are permitted to go ahead however only for 6 people.
- A maximum of 6 people, from no more than 2 house-holds can be seated at any one table.
- A one-way system will be put in place between the areas of the hotel used for each event.
- Guests must pre-register to attend events, data will be stored to assist with the NHS Track & Trace scheme if required.
- Events will be held in larger than normal rooms to allow greater air circulation.





Staff Welfare

- All Staff will have their temperatures checked on arrival for work, staff who have a raised temperature will be advised to go home and seek medical advice.
- Additional PPE will be available to all staff to use where appropriate.
- Hotel staff will wear face masks in all public areas as per current Government Guidance.
- All Team Members regularly washing/sanitising hands throughout shifts.
- Office based staff will continue to work from home as much as possible.
- Perspex screens to be installed between desks in Admin Offices.
- Shift times to be staggered to avoid large numbers of staff arriving at the same time.
- Buffets within our Staff Canteen will be removed and replaced with individually portioned meals.