



### 2020 Covid-19 Policy

General Practices & Protocols, Enhanced Cleaning & Disinfection Policies. We continue to adhere to guidelines provided by the UK Government, Public Health England and industry guidance from UK Hospitality. These procedures remain under constant review and the co-operation of everyone who enters our premises is crucial, in ensuring a safe environment for all.

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### Our Team

- All team members are required to stay home if unwell
- 1m + social distancing will be maintained wherever possible throughout the whole premises and all work activities for the safety of employees, guests and others
- Practice good personal hygiene including regular hand washing
- While maintaining physical distancing of at least 1m+ at all times, as such space capacity limits may apply in some public areas (e.g. restrooms, lifts)
- Wear PPE where appropriate
- Follow ongoing training
- Adhere to “no contact” protocols – including handshakes

### Our Guests

- We are supporting the NHS Covid-19 Track & Test service. We are required by law to record and retain for a period of 21 days the names and contact details of all visitors to the property. This information will be supplied to NHS Track & Test service on request. We urge you to download the NHS COVID-19 app (<https://www.nhs.uk/apps-library/nhs-covid-19/>) and to scan the QR code which is displayed at the entrance to the hotel.
- Face coverings is now required in all public areas. Those guests exempt from wearing face coverings on medical grounds, would need to inform the restaurant before arrival.
- Social distancing measure would need to be respected at all time.
- The General Manager is responsible for all aspects of our ‘COVID-19 Secure’ operating plan. Duty Manager can be contacted at any time prior to, and during the stay, should concerns relate to this or any other matter.

### Our Restaurant

- Highest food safety standards continues to be maintained.
- Signage is displayed in all common areas to reinforce physical distancing message.
- Increased frequency in disinfection of high touch areas are carried throughout the building.
- Numerous hand sanitisers are displayed across the building.
- Additional disinfection will be in place of high touch room and bathroom areas.

### General Practices & Protocols, Accommodation

- A comprehensive multistep cleaning programme with medical grade anti-bacterial products, including disinfectant fogging of the entire space in all areas.
- Cleaning team wears now PPE masks each time the restaurant is serviced.
- All non-essential items have been removed to minimise any contamination risks.

### General Practices & Protocols, Food & Beverage

- Number 12 Restaurant will be closing at 10pm as per government guidelines. Latest food order would be at 9pm in order to allow vacating the restaurant no later than 10pm.
- A maximum of 6 per table is allowed.
- Contact details for all guests attending either on booking or on arrival are required.
- Number of tables in the Number 12 Restaurant is reduced to allow physical distance.
- A strict table/chair sanitisation procedure between guest seating periods is implemented.
- Buffet service is suspended; Breakfast is available from the a la carte menu.
- A table service would be provided for all drink and food orders