

COVID 19 RISK ASSESSMENT Updated 23/9/20

Please see below the measures we are taking to ensure the safety of both our guests and ourselves at St Anne’s House:

We will ask you to scan our QR code with your NHS COVID-19 App when you check in.

Hand Washing / Face Masks

Hand sanitiser is available in the hallway and all persons are requested to use this on arrival.

Frequent and stringent hand washing and drying is taking place by us  
Hand sanitiser is provided in the entrance hall, in all bedrooms and the Orangery (dining area).

Hand washing facilities with individually wrapped soaps and toiletries are provided in the bathrooms

Food handling will be done by one person only who will be wearing food safety gloves and a mask and will be following strict hygiene procedures.

We are required to wear face masks while you are visiting, and for you to wear them in public areas, except while seated to eat.

Cleaning

We are frequently cleaning and disinfecting objects and surfaces that are touched regularly, particularly in areas of high use such as door handles and light switches. Disinfectant and approved cleaning products and methods are being used.

Bedrooms are being deep cleaned after each guest using disinfectant and approved cleaning products and methods.

Good ventilation will be maintained with windows open wherever possible.

Social Distancing

We will ask guests to inform us by telephone or text of their expected arrival time and we will ensure the front gate is open so they can easily park in the drive.

We will greet guests with social distancing of 2m, and outside whenever possible, (time and weather permitting) and advise them of the route to their room.

Welcome drinks will be provided in the garden whenever possible (otherwise in the Orangery) with social distancing always in place.

We will only have a maximum of two households visiting and often only one

We request contactless payment to be made where possible with bank transfer to our account, prior to guest departure, to reduce cash and payment machine handling.

We have closed “The Snug” and request that guests only use their bedroom, the Orangery and the garden while they are staying, We will encourage use of the garden wherever possible.

Bedrooms

Each bedroom will be left empty for a minimum of 72 hours between guests

Bedrooms are being deep cleaned after each guest using disinfectant and approved cleaning products and methods.

We will wash all bedding and towels at 60c degrees. Linens will be changed carefully and placed in bags to take to the washing machine.

Pillows will be changed between guests. Foot operated bins with lids are provided in all bedrooms.

We have removed information leaflets and brochures from the bedrooms along with cushions, throws, magazines and books. Please ask if you require any information.

We have cleared surfaces in bedrooms as much as possible and removed most items that were there purely for aesthetic purposes in order to assist cleaning.

Please only use the bathroom allocated to your room to prevent more than one household using the same bathroom. We will close the downstairs toilet.

Breakfast

We will offer all guests the choice of a continental breakfast left outside their bedroom or to have our normal cooked breakfast in the Orangery or garden.

Where breakfast is to be taken in the Orangery we will ask for your “order” which you can choose from the laminated list in your bedroom, the night before. This is in order that it can be provided as requested and to prevent any items on the table needing to be shared.

Where more than one household is visiting guests will be encouraged to have breakfasts at different times or the table will be laid so that they are 2m apart.

All cutlery and crockery will be washed at the highest temperature (65c) in the dishwasher. Napkins will be washed at 60c degrees.

Symptoms/Cancellation

We trust that guests will not visit if they have any symptoms of Covid-19 and equally we will inform of the need to cancel your booking should either of us develop symptoms.

We also require you to inform us if you develop any Covid-19 symptoms within 14 days of your visit and we will do likewise.

Please let us know if you have any suggestions or queries.This assessment will be reviewed regularly in line with Government advice:https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy