



# Covid-19

## Operational Procedures for the 'New Normal'.

(The commitments we have made to our  
Guests, Leisure Club Members and Teams).



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# INTRODUCTION

At Cedar Court Hotels, we are truly proud to work in the Hospitality Industry, it is who we are. It is what we do. The health and well-being of our guests and team has always been at the forefront of our decision making, and this lead us to close all of our Hotels on Friday 20th March -three days before the lockdown- a decision made, to protect both our Guests and team. We continue to monitor Government guidelines and advice very closely, and we will always react accordingly.

Due to the Coronavirus outbreak, we have had to make changes in both the way we operate our Hotels and the way we interact with our guests; please rest assured - we have taken every precaution we can to ensure that we keep both our guests and team members safe but we will still be doing our utmost to provide you with hospitable spaces, that you can enjoy and relax in.

Our newly implemented social distancing measures, additional disinfecting and health and safety protocols will remain in place for as long as is required. How a hotel was cleaned and maintained used to be all 'part of the mystery' and the housekeeping efforts were pretty much hidden from view; you will now see our Housekeepers equipped with the tools and the training to talk to you with confidence about the procedures they are undertaking to keep our hotels safe and 'Covid-Clean'. We are extremely confident in our new procedures and we now look forward to welcoming guests back again, who can stay and dine with us with complete peace of mind.

Finally, this is a 'living document' that we will continue to evolve and update alongside ongoing government advice, client feedback and industry best practice. Hospitality businesses across the world, are now entering a 'new normal' and at Cedar Court Hotels, we are committed to going above and beyond for each and every one of our guests.



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# 1. WHAT WILL LIFE 'LOOK LIKE'?

**All visitors will find that clear guidance is readily available and visible from guest arrival right through to their departure.**

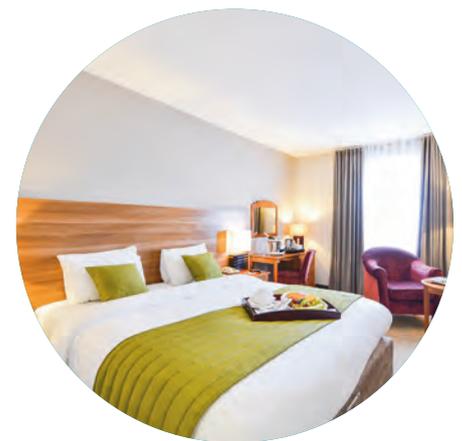
- At the main entrance you will find both clear signage and free-standing hand sanitisation facilities to use.
- Increased public area cleaning process's will be in place and will be visible. You will see, in action, team members using new Covid 19 sanitation sprays throughout the businesses and fogging machines to keep 'high traffic' areas, sanitised, clean, and safe.
- Our team have agreed to daily temperatures checks during their shifts; the results of which will then be confidentially recorded by our Human Resources team. Should any required action be needed, it would be immediately taken to ensure the safety of all concerned.
- Our hotel team will be issued with Personal, Protective Equipment (PPE) in accordance with our new Standard Operating Procedures (SOP's) and Risk assessments (RA's). Within the Hotel you will be able see the use of face screens, masks, and disposable gloves.
- Personal hygiene, as ever, is of paramount importance to us. In addition, uniform supplies will be washed at 60 degrees to ensure each item is clean at the start of every shift.
- All team members will undergo robust training around our new health and hygiene protocols before returning to work, there are new house rules in place that are very much our new 'working culture'.



## 2. OUR 'COMMITMENT TO CLEAN'

**Our new processes have been developed in accordance to World Health Organisation (WHO) guidance, industry best practice, and advice that we have obtained from leading chemical supply companies.**

- Each room will now be left 'fallow' for 24 hours in between cleaning and the arrival of the next guest.
- We have implemented the use of a new Fogging Machines to steam clean guest bedrooms on a periodic basis. This task will kill both airborne germs and those on hard / soft surfaces.
- We will ensure all laundry is washed at temperatures more than 60 degrees (which has been proven to kill any trace of the disease).
- We have reviewed each bedroom and ensured that any non-essential or 'risk items' have been removed from stock or replaced with a single use, disposable, option. (Additional items will still be available on request).
- Our heart of house has always been a focus for cleanliness and Hospitality, this will be maintained with a constant 2 hourly cleaning routine using Covid 19 assured products and new cleaning Standard operating procedures. We will now carry out daily fogging of these areas in off peak times to sanitise high traffic and touch areas.
- The public restroom will look different, with new social distancing layouts in place within the facilities and new sensitisation stations installed in all facilities. Again these facilities will be cleaned on a 2 hourly basis with new Covid 19 assured products and cleaning systems.
- During lockdown our Air Conditioning and Air Handling systems have been deep cleaned, sanitised and serviced. We want to ensure that both guest and team facilities are circulating clean and fresh air.



# 3. SOCIAL DISTANCING WITHIN OUR HOTELS

**Current and updated Government guidelines in all areas will be followed at all times.**

- All seating areas will be rearranged to create the recommended spacing between guests and workstations.
- Clear signage will be provided, in areas we deem to be 'high traffic', to remove any doubt for you, the guest.
- Lifts will be sanitised every two hours. All lifts will have a hand sanitiser mounted at each entrance point. Where possible, and where guest mobility allows, we would request that you use the stairs.
- Our team have been trained on these new processes and how we manage issues that could directly contrive social distancing guidance.
- Our bedroom and public areas corridors will support the same social distancing measures as all other areas of the Hotel. Where corridors are not consistently 2 meters wide we have installed passing places, with guidance on etiquette and usage for the safe passage.
- Meeting and events are a large part of our business, we are now able to provide clear floorplans for our large space which can be set with new and changing social distancing guidelines. Our layouts have all been redesigned to ensure you have the space needed to enjoy your events without compromise, our team are also trained on how we can make your event work safely.



## 4. BARS, RESTAURANTS & ROOM SERVICE

**Food and beverage operations are an area of key importance for our business and its guests. Social distancing measures have been implemented (as per above) and in support of this all table reservations must be pre-booked, and we respectfully request that allocated booking times are honoured.**

- Breakfast will be served slightly differently, for the foreseeable future: A new 'Grab and Go' option will be in operation; alternately the same breakfast will be served to your room in accordance to our new 'Covid – safe' processes (socially distanced delivery). The tray charges for this service have now been removed. With time, the hotels will move back to their traditional Restaurant operations and this will see us offer a plated 'choice breakfast'.
- Menus will be available on our new hotel app, which you will not need to download, simply access through a QR code (picture) on your own phone or tablet.
- Room service will still be available 24 hours a day.
- Private Dining is still an option for any private gatherings. When you wish to reconnect with your friends and family, and when government guidelines allow, our facilities will provide you with the perfect surroundings to celebrate special occasions.



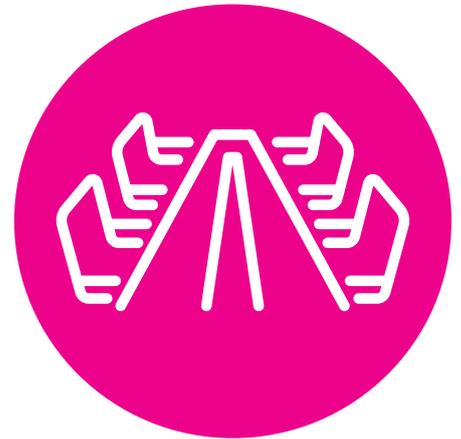
## 5. MEETING & EVENTS

**At Cedar Court Hotels, meetings and events are a significant, and special, part of our DNA. We have hosted events for decades, and we are proud of our spaces and offerings.**

**We feel that further guidance on this element of our business is essential, and until such time as it is amended, we can only host meetings for two people at a time.**

**The steps we have taken to date ensure a safe return are.**

- Deep cleaning (including the use of Fogging Machines, that 'Steam Clean') and further decoration of all small to medium sized meeting rooms.
- Installation of mounted sanitation units in each meeting space.
- Removal of all non-essential items from the meeting space, these are still available on request from our team.
- Development of our direct contactless communication system through our new Hotel portal that you can assess through your phone.
- Meeting room distancing



## 6. LEISURE CLUBS & GYMS

**Once we are given the green light to re-open by the Government, we will review our Clubs in line with any guidance we are provided with.**

**At this present time, we have taken the following steps.**

- During the lockdown, our swimming pools have remained dosed, clean, and up to date with all legislative checks and maintenance.
- Our Gym spaces have had social distance measures put in place.
- We have taken the opportunity to (safely) refresh our leisure clubs.
- Our clubs have been deep cleaned and sanitised with Covid-19 disinfectant.



## 7. TEAM SAFETY

**The safety and work environments of our team members is always of paramount importance to us. Our team deserve to feel safe and informed within the business; during their re-induction process we have taken the opportunity to develop a selection of rolling monthly training focuses.**

- Our Standard Operating Procedures have been developed around every aspect of Team life and interaction, from receiving deliveries at our good entrance to how we now ask team members to dine in our front of house areas during breaks. Each elements has been reviewed and clear decisions made.
- All offices have been re-set and socially distanced, with the appropriate screening added if necessary. We have also enabled home working for some team members.
- Arrival and departure times for all team members is to be staggered, to reduce increased footfall in all areas.
- PPE is available for all team members in line with the task they perform. Where PPE is disposable it will be readily available and changed daily, where it is non disposable that equipment will be personalised and provided to that team member for individual use.

