

KEEPING US ALL SAFE

Account Name		HUGHES HOTELS LTD (Milford Hall Salisbury) (Chequers Hotel Newbury) (Brookfield Hotel Emsworth)		
Project Lead		S Hughes	M.D.	
Last Update Date			Hotel Manager	
Ref	Field	Action	Desired Outcome	Starting Date
	RECEPTION		Higher Hygiene	01/07/2020
		<ul style="list-style-type: none"> * We have an in and out entrance/exit where practicle to help maintain social distance * We have sneeze screen on reception, to help stop the spread of droplets * We will present a sanitised key card in a sealed envelope and check in procedure minimised for a 60 second check in. * We will have social distance signs at entrance and throughout hotel * Guest invoice will be put under bedroom door the night of departure for express checkout * Staff will be supplied PPE for use when appropriate * Hand sanitiser will be available through the public areas of the hotel and back of house, for staff * Staff will sanitise all hard surfaces after each customer * Staff will sanitise their own working area regularly and at the beginning and end of each shift * A welcome letter will be given to guests on check in, stating our method statement on Covid-19, containing how the hotel is working to keep all guests and staff safe and how we look to the guest to observe social distance rules and self-hygiene/hand sanitise protocol, to help us with that. 	Reduce the chance of spread of virus. Minimising contact time.	

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Ref	Field	Action	Desired Outcome	Starting Date
	HOUSEKEEPING		Higher Hygiene	01/07/2020
		<p>*We will remove from room (dressing gown, literature, cushions, Phone and any non-essential paraphernalia that does not impact the enjoyment of guests)</p> <p>*We will leave a suitable time after each room is cleaned and sanitised before re-letting, once the room has been sanitised the room will be sealed.</p> <p>*In house guests rooms will not be cleaned, unless requested, ensuring during a guests stay, their room will not be entered, if a guest requests their room cleaned, following a full clean a full sanitisation will occur of all touchpoints as housekeeping depart. *Housekeeping staff will be issued all appropriate PPE for use and will ensure decontamination takes place after each room is cleaned to prevent transfer from room to room.</p> <p>*All touch points in public and back of house areas, including toilets will be sanitised on an hourly basis during trading hours, with sanitiser wipes supplied for each customer to sanitise before and after use.</p>	Reduce the chance of spread of virus. Minimising contact time.	

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Last Update Date			Hotel Manager	
Ref	Field	Action	Desired Outcome	Starting Date
	BAR/RESTAURANT		Higher Hygiene	01/07/2020
		<p>*All food to be served direct from kitchen (No Buffet)</p> <p>*Guest will be encouraged to pay as they go for food and drink via contactless payment, sanitiser and a sanitised pen will be provided for any guest who needs to add to their account instead.</p> <p>*All glassware and crockery and cutlery is sanitised by machine with detergent and water over 60 degrees, cutlery once sanitised will have no skin contact.</p> <p>*Drink service is table service only, preventing any standing at bar.</p> <p>*Appropriate signage will be in place to remind customers of regulations</p> <p>*All tables will have the appropriate distance between them to ensure compliance, with service tables being employed to ensure distance regulations when delivering food and drink.</p> <p>*Guests will be given the option of outside dining, drinking when appropriate.</p>	Reduce the chance of spread of virus. Minimising contact time.	

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Last Update Date			Hotel Manager	
Ref	Field	Action	Desired Outcome	Starting Date
	EVENTS		Higher Hygiene	01/07/2020
		<p>*We will only accept a conference/function/event for a number that we can accommodate within social distance rules</p> <p>*Signage will be present to remind customers of regulations</p> <p>*Tea & coffee stations to be removed, all food & drink to be served to service table for guest to collect in a social distance compliance manner</p> <p>*We will remove all stationery and confectionary from tables (available on request), individual bottles of water to be provided with plastic sealed cups or glassware on request</p> <p>*Hand sanitiser station(s) provided in conference rooms with signage</p>	Reduce the chance of spread of virus. Minimising contact time.	

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Ref	Field	Action	Desired Outcome	Starting Date
	GENERAL	<p>*Public Toilet will have signage to remind guests to comply with regulations, hotel guests will be encouraged to use bedroom toilet to assist with compliance.</p> <p>*All staff will receive ongoing training on the importance of complying with regulations and how to encourage guests to comply, if behaviour may affect other guests/staff</p> <p>*All staff will have to check temperature before coming to work and certify they have no covid symptoms before starting any shift, should they receive any symptoms whilst on shift, they will be sent home immediately and asked to get tested before they may return to work. Staff will be encouraged to not mix with other departments within the business, to reduce the chance of cross contamination</p>	<p>Higher Hygiene</p> <p>Reduce the chance of spread of virus. Minimising contact time.</p>	01/07/2020

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	SUMMARY		Higher Hygiene	01/07/2020
		It is assessed that with the procedures in place, the management agree that the risk for spread of the virus is minimal and it is safe to operate. It is important that staff and guests are reminded of the risks through literature and, management, staff and guest interaction.	Ensure information stays fresh in the mind	