



SAFEGUARDING ACTIONS

IN CONTEXT OF COVID-19

Area	Possible safeguarding issues	Actions Taken
Reception		
Check-in/Check-out	<p>Social distancing of team members/guests</p> <p>Contact with payment equipment such as PDQ machines</p> <p>Cross contamination on invoices</p> <p>Cross contamination on keys</p> <p>Signing registration forms</p> <p>ID and credit card check at check in</p>	<ul style="list-style-type: none"> • One guest at a time at reception desk area • Reduced number of staff • Floor spacing markings/social distancing signs • Express checkout option (no contact) • Clean payment equipment before and after every use. • All invoices to be emailed where possible • All keys to be sanitized after use • Guests advised to use their own pens or provide disinfected pens and advised to use sanitizer afterwards • Guest shows the ID and cards to the staff, no scans will be taken.
Public Areas		
Cleaning	Cross Contamination	<ul style="list-style-type: none"> • Increase public area cleaning in peak periods for door handles , shared surfaces • Sanitizer available at the Reception and Bar • Team training on hygiene safety for all team members • Encourage to use own bedroom bathroom rather than the public toilets • Increase frequency of cleaning of toilets • Only one person at a time in the public toilets, a bolt been provided on the main toilet doors to avoid another person in the toilet at the same time • Reduced seating spaces to ensure social distance and maintain cleanliness
Public Toilets	<p>Social Distancing</p> <p>Cross Contamination</p>	
Furniture	Social Distancing	
Housekeeping		
Bedrooms	<p>Ensuring deep cleaning</p> <p>Cross Contamination</p>	<ul style="list-style-type: none"> • Rooms will be cleaned every three days(if guests are away) or at check-out • Provide clean towels, sheets, toiletries upon request. This is to safeguard our teams • Rooms will be deep cleaned before arrival • Increased cleaning of all door handles

Food and Beverage		
Breakfast	Social Distancing	<ul style="list-style-type: none"> • Breakfast only available if pre-booked • Only table or room service(continental breakfast) available • Reduced number of seating • Socially distanced table placement • No buffet table will be laid out • Only one person at a time on bar counter to place order • Floor spacing markings/Social distancing signs • Removal of bar counter chairs • Spacious outside seating encouraged • Reduced number of seating • Socially distanced table placement • Team members cross trained in all areas • Staffing minimized to support social distancing • Cashless payments only taken throughout the business • Contactless payments to be used where possible
	Contamination of Buffets	
Bar Service	Social Distancing	
Service and Team	Etiquette	
Welfare and Health and safety		
Risk Assessments	Social Distancing Contamination of buffets Cross Contamination	<ul style="list-style-type: none"> • Risk Assessments completed for all areas of the business • Appropriate signage and information will be displayed throughout the hotel areas
Signage		