



The Tunbridge Wells Hotel  
The Tunbridge Wells Hotel Covid-19 policy

### Employee & Guest Health

The health and safety of our employees and guests is our number one priority.

- Physical Distancing:

Guests will be advised to practice physical distancing by standing at least 2 meters away from other groups of people not traveling with them while standing in lines or moving around the property. Restaurant tables and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least 2 meters away from guests and other employees whenever possible.

- Hand Sanitizer:

Hand sanitizer dispensers will be placed at key guest and employee entrances and contact areas such as downstairs area, restaurant entrances, meeting rooms.

- Face Coverings:

Wearing of face masks is discretionary for employees and staff, they may choose to do so or not. The company has a stock of face masks and they can be used FOC by any member of staff at any time.

- Front of the House Signage:

There will be health and hygiene reminders throughout the hotel.

- Back of the House Signage:

Signage will be posted throughout the hotel reminding employees of the proper way to wear, handle and dispose of masks and face coverings, use of gloves, washing of hands, sneezing and to avoid touching their faces.

- Employee & Guest Health Concerns:

Our employees have been given clear instructions on how to respond swiftly to all presumed cases of COVID-19. We will be ready to provide support to our guests. Employees are required to stay home if they feel un-well, if they or a household member have tested positive for COVID-19 and will be placed on a medical leave of absence. Employees are also instructed to contact a manager if they notice a co-worker or guest displaying or complaining of a cough, fever, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel reception.



# The Tunbridge Wells Hotel

## Employee's Responsibilities

- Hand Hygiene.

Correct hygiene and frequent hand washing with soap is vital to help combat the spread of virus. All employees have been instructed to wash their hands, or use sanitizer every 30 minutes (for 20-seconds) and after any of the following activities: delivery or serving food, clearing tables , using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, going on break and before or after starting a shift.

- COVID-19 Training.

All employees will receive mandatory training on COVID-19 disinfection and safety protocols. including, but not limited to, proper hand hygiene, coughing and sneezing etiquette, proper face covering and PPE usage, physical distancing, the differences between cleaning, sanitizing and disinfecting, COVID-19 symptoms and reporting protocols and the employee illness and absence policies. More comprehensive training will be provided for our teams with frequent guest contact including Housekeeping, Food & Beverage. Employees will not be permitted to return to their duties until they have been appropriately trained.

- COVID-19 Screening.

All employee's temperature will be taken before they start their shifts.

- Personal Protective Equipment (PPE)

Appropriate PPE will be worn by all employees based on their role and responsibilities. Training on how to properly use and dispose of all PPE will be mandatory. Gloves will be provided to employees.

- Team briefing. Employee meetings will be conducted for appropriate physical distancing between employees. Hand sanitizer will be available at around the hotel and employees will be required to sanitize their hands regularly. Our management team will ensure constant communication and proper PPE, cleaning and disinfection procedures are followed.



# The Tunbridge Wells Hotel

## The Guest Journey

- Guest Arrival
  - o Hotel Entry
    - Guests will be encouraged to wear a face mask.
    - Appropriate signage will be displayed outlining proper face covering usage and current physical distancing practices in use throughout the hotel.
- Guest Room Disinfection
  - o Guests will be assigned a room that has been thoroughly cleaned, disinfected
  - o Each guest room will be provided a COVID-19 awareness letter outlining the health and disinfection steps being taken.

## Cleaning

Our Housekeeping team will be responsible for all cleaning and disinfecting of the public areas with the support of other departments. In preparation for our re-opening we have thoroughly cleaned and disinfected all areas and contact surfaces throughout the hotel.

- Public areas.

The frequency of cleaning and disinfecting has been increased in all public spaces with an emphasis on frequent contact surfaces. (front desk, door handles, public bathrooms, room keys and locks, stair handrails, dining surfaces and seating areas)
- Guest Rooms.

Our housekeeping team will pay particular attention to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, nightstands, phones, light switches, temperature control panels, luggage racks and flooring.
- Laundry.

All bed linen and laundry will continue to be washed through a third party licensed laundry company. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported.
- Back of the House.

The frequency of cleaning and disinfecting will also increase in high traffic back of house areas.
- Shared Equipment.

Shared tools and equipment will be disinfected before, during and after each shift or anytime the equipment is used by or transferred to a new employee. This includes phones, computers and other communication devices, payment terminals, kitchen implements, cleaning equipment, keys, and all other direct contact items used throughout the hotel.



# The Tunbridge Wells Hotel

- Room Recovery Protocol.

In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined at least 24 hours before cleaning and disinfecting. All rooms with a presumptive or confirmed case of COVID-19 will be thoroughly cleaned and disinfected.

## **Social Distancing**

Throughout the hotel we will meet the government guidelines on proper social distancing for the applicable areas. For example, THE restaurant will be limited to a certain occupancy as well as maintaining 2 meters of separation where applicable, or 1 meter plus if not possible.

- Queuing.

Any area where guests or employees queue will be marked for appropriate social distancing.

- Hotel Front Desk. Employees will use every other workstation to ensure separation between employees whenever possible.
- Restaurants and Bars. Restaurants and bars will reduce seating capacities per table to maintain 2 meters of separation between each seated group of guests traveling together. Reservations will be required for full-service restaurants and guests waiting to be seated will be asked not to wait inside the restaurant. Guests will not be allowed to walk-up to bars and congregate.
- Meeting Rooms. Meeting and banquet set-up arrangements will allow for social distancing between guests in all meetings and events based on government recommendations
- Outdoor. Tables will be put on the terrace and maintain 2 meters, or 1 meter plus if not possible, of separation between each seated group, tables will not be allowed to be moved. Staff members to clean tables regularly.



**The Tunbridge Wells Hotel**  
**Department specific disinfection policies**

**Front desk, Offices**

- Cleaning & Disinfecting
  - Counters and equipment will be disinfected at least once per hour
  - Disinfect all guest touchpoints after each transaction including PDQ devices, pens and registration countertops
  - Disinfect all phones and computer behind reception desk
  - Room keys will be disinfected before stocking
  - Offices will be deep cleaned and disinfected upon a shift change
- Physical Distancing
  - Restructure to provide appropriate 1 meter plus intervals
  - Staff every other workstation
  - Front desk will provide guidance to arriving and departing guests to ensure social distancing measures will be followed
  - Implement peak period queueing procedures when the number of guests exceeds the lobby capacity
- Guest Considerations
  - Entry doors will be propped open to minimize guest contact
  - Print magazine and newspaper services will be discontinued throughout the hotel

**Public Area**

- Employee PPE
  - Gloves (single use or disinfected reusable) will be used for all cleaning and trash removal
- Cleaning & Disinfecting
  - Employees will disinfect high touch public area surfaces at least once per hour, including but not limited to:
    - Entry doors
    - Stairs handrails
    - Restrooms
    - Doors handles



# The Tunbridge Wells Hotel

- Any other surfaces
- Exterior furniture

## Housekeeping

- Employee PPE & Hygiene
  - Gloves (single use or disinfected reusable) will be used for all cleaning and trash removal
  - Gloves will be changed, with proper hand hygiene, after each guest room
- Cleaning & Disinfecting
  - equipment will be disinfected at the end of each shift
  - Guest linen will be delivered and removed from guest rooms in clearly labelled clean and dirty bags
  - Pillow protectors, when used, on guest room beds will be changed upon guest departure
  - Back of house restrooms will be disinfected at least once every four hours
  - Rooms will be thoroughly cleaned and disinfected after check-out
- Physical Distancing
  - Minimize contact with guests while cleaning hotel rooms; guest room attendants will offer to return at an alternate time for occupied rooms
- Guest Considerations
  - All non-essential will be removed from rooms
  - Disposable which cannot be appropriately disinfected will be disposed and changed after each guest
  - Removed magazine
  - Extra pillows, extra towels will be removed and available upon guest request
  - Specific disinfection consideration will be paid to the following guest room areas:
    - Desks
    - Tea & Coffee facility
    - Counter tops
    - Tables and chairs
    - Phones and remotes



# The Tunbridge Wells Hotel

- Thermostats
- Hair dryer
- Doors and doorknobs
- Bathroom vanities and accessories
- Bathroom fixtures and hardware
- Windows, mirrors and frames
- Lights and lighting controls
- Closets, hangers and other amenities

## **Food & Beverage**

### **Restaurants & bars**

- Employee PPE & Hygiene
  - Employees will practice proper hand hygiene before serving food or beverage items and again after handling the removal of food or beverage items from a table or bar
- Cleaning & Disinfecting
  - Service stations, counters, and trays will be disinfected at least once per hour
  - POS terminals will be assigned to a single server where possible and disinfected between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will disinfect their hands after each use
  - Dining tables, bar tops, stools and chairs will be disinfected after each use
  - Condiments will be served in single use containers (either disposable or washed after each use)
  - pens and all other reusable guest contact items will be either disinfected after each use or single use
  - Menus and check presenters will be single use, disposable or laminated to allow for disinfection between uses
  - Disinfect trays (all types) and tray stands disinfected after each use
  - Storage containers will be disinfected before and after each use
  - Food preparation stations will be disinfected at least once per hour
  - Food and beverage items being prepared will be transferred to other employees using contactless methods
- Physical Distancing



# The Tunbridge Wells Hotel

- managers will manage physical distancing at entries, waiting areas and queues (in addition to signage)
- Guests who are waiting for a table will be asked to wait outside of the restaurant
- Tables and booths will be utilized with appropriate physical distancing between each family or traveling party (1 meter plus or as otherwise advised by local authorities)
- Groups of guests from the 2 same households may be seated at one table
- Remove bar stool count to discourage bar stand trade
- Guest Considerations
  - Table settings, including all china, glass and silverware, will be set after the guest is seated; tables not being used should remain unset
  - Refills should be provided in a fresh glass; no contact should be made with a glass that a guest has already used
  - All self-serve condiments and utensils will be removed and available from the bar
  - All straws will be removed
  - Napkin service will be suspended until further notice (no placing in a guest's lap or refolding)
  - Bar snacks will be served per individual guest and not shared by the table
  - All food and beverage items will be placed on the table

## **Room service**

- Cleaning & Disinfecting
  - All equipment will be disinfected prior to assigning for the shift
  - Employees assigned to individual stations will disinfect their stations and all equipment at least once per hour and at each change of shift
  - All employees will disinfect all doors, handles and high contact surfaces at least once per hour
- Physical Distancing
  - Place tray in corridor and notify guest – guests will collect their own tray
  - Request that guests notify Reception when finished with their meal and place their tray in the corridor outside of their room
- Guest Considerations
  - Printed menus will be removed from rooms or laminate menu





# The Tunbridge Wells Hotel

## Events and Banqueting

- Cleaning & Disinfecting
  - All shared equipment and meeting amenities will be disinfected before and after each use, or be single use if not able to be disinfected
  - All linen, including underlays, will be replaced after each use
  - Clean and dirty linens will be transported in sealed in bags into and out of the meeting rooms
- Physical Distancing
  - All self-serve buffet style events will be suspended until further notice
  - All food and beverage items will be individually plated and served
  - Coffee and other break items to be suspended until further notice
  - Seating capacities and floor plans will be reviewed on an event by event basis to ensure appropriate social distancing
- Guest Considerations
  - Individual bottled water will be provided for conference instead of water carafes on meeting tables and water stations
  - All crockery will be provided as a roll-up using a disposable or properly cleaned cloth napkin
  - Refills will be provided in a fresh glass or poured directly from a pitcher; no contact should be made with a glass that a guest has already used
  - Develop examples of physically distanced floor plans for C&B office

## Outdoor

- Employee PPE & Hygiene
  - Employees will practice proper hand hygiene before serving food or beverage items and again after handling the removal of food or beverage items from a table or bar
- Cleaning & Disinfecting
  - Service stations, counters, and trays will be disinfected at least once per hour and
  - POS terminals will be assigned to a single server where possible and disinfected between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will disinfect their hands after each use
  - Dining tables and chairs will be disinfected after each use
  - Condiments will be served in single use containers (either disposable or washed after each use)



## The Tunbridge Wells Hotel

- pens and all other reusable guest contact items will be either disinfected after each use or single use
- Menus and check presenters will be single use, disposable or laminated to allow for disinfection between uses
- Disinfect trays (all types) and tray stands disinfected after each use
- Storage containers will be disinfected before and after each use
- Food preparation stations will be disinfected at least once per hour
- Kitchens will be deep cleaned and disinfected at least once per day
- Food and beverage items being prepared will be transferred to other employees using contactless methods
- Physical Distancing
  - managers will manage physical distancing at entries, waiting areas and queues (in addition to signage)
  - Tables will be utilized with appropriate physical distancing between each family or traveling party (1 meter plus or as otherwise advised by local authorities)
  - Groups of guests from 2 same households may be seated at 1 table
- Guest Considerations
  - Table settings, including all china, glass and silverware, will be set after the guest is seated; tables not being used should remain unset
  - Refills should be provided in a fresh glass; no contact should be made with a glass that a guest has already used
  - All self-serve condiments and utensils will be removed and available from the bar
  - Napkin service will be suspended until further notice (no placing in a guest's lap or refolding)
  - All food and beverage items will be placed on the table