






Hen Dy Hotel COVID- 19 RISK ASSESSMENT











HEN DY HOTEL COVID 19 RISK ASSESSMENT




All employers have a legal duty to carry out a COVID-19 risk assessment,
to reduce risk to the lowest reasonably practicable level by
taking preventative measures:



THE GUEST JOURNEY






TOPIC	OBJECTIVE	STEPS TAKEN	COMPLETED
Should I be going away?	To make sure individuals who are advised to stay at home under existing government guidance do not physically come to the Hen Dy	Clear Government guidance is provided on suspected symptoms and self-isolation. We expect guests to communicate any suspected symptoms to us and therefore not travel.	
Reservations	To avoid guest contact as much as possible.	Most bookings are taken online or over the phone by the owners in their own accommodation with no other staff or guests entering. The estimated time of arrival is also asked for, to limit the number of check-ins at certain times. Any walk-In guests will be treated as a check-in, see below.	
Payment	To avoid guest contact on arrival	All bookings will be paid for at the time of booking if they are on a non-refundable basis or 7 days prior to the arrival date if it is a standard booking.	

Payment cont:		These payments are non-refundable and transferable after this time.	
Cancellations / Insurance		All cancellations made after the 7 days prior to arrival will be non-refundable and transferable, any cancellations due to Covid- 19 will need a test report to confirm this, then a voucher would be issued for the monies paid. All other cancellations should be covered by travel insurance.	
Before Leaving Home	To reduce possible transmission	All guests are advised to take their temperature before leaving home to check they have not got a high temperature (37.8 degrees Celsius or higher). The hotel tests temperatures on arrival so this will save possible exclusion from the hotel and mean you can claim on your insurance and not travel. Staff are also asked to do this and call us if they need to stay at home.	
Guest Arrival at the Property	To minimise contact between staff and guests.	Guests are asked to find parking nearby and ring the bell by the door for access. The bell is to be sanitised regularly by the owners.	
Face Coverings	To reduce possible transmission	Guests are asked to wear face coverings when in the building, except in your bedroom, seated in the dining room and seated in the lounge.	




<p>Entering the Property</p>	<p>To reduce possible transmission - Temperature Checks of guests and staff</p> <p>Self-Distancing hand Sanitizing</p>	<p>Guest temperatures may be taken upon entering the property, anyone with a high temperature (37.8 degrees Celsius or above) will be asked to leave as a precaution of the transmission of the virus. This is both for staff and guests.</p> <p>Please always keep 2m apart, only one room/family group can enter at once.</p> <p>Hand sanitizing station is in the hallway by the front door.</p> <p>Self-distancing signs are also on display.</p> <p>This is in operation at staff entrance/exit points too.</p>	<p></p> <p></p>
<p>Check-In</p>	<p>To make check-in as fast as possible with minimal contact</p>	<p>Where details are needed these can be given to the owner whilst standing 2 meters away, then guests will be asked to sign the registration card whilst the owner moves away 2m. The room key will be sanitized before check-in. Any payments needed will maintain social distancing rules. The credit card machine will be covered with fresh clingfilm for each transaction and sanitised too.</p>	<p></p>
<p>Luggage Assistance</p>	<p>To avoid guest contact</p>	<p>If assistance is required staff to sanitize handles of bags/cases and wear gloves. Social distancing to be maintained around the vehicle and going to the room.</p>	<p></p>

Use of Stairs and Corridors	To maintain social distancing and reduce possible transmission	<p>Please do not cross on the stairs or corridors, allow 2m between families/ same party groups. Wait patiently to move about.</p> <p>If you can go up and down the stairs safely without using the handrails please do so, but only if safe.</p>	
Lounge / Honesty Bar	To maintain social distancing	<p>The lounge will be open from 8am – 11pm daily, please follow social distancing rules and only 1 family group per seating area. The door is left open during these times to reduce transmission.</p> <p>Just take the item from the fridge you require and put the money in the tin. Do not handle items that you do not want.</p> <p>The fridge doors and handles are cleaned regularly throughout the day.</p> <p>During the day, the lounge may be closed for cleaning.</p> <p>The Honesty Bar will be available from 8am-11pm</p>	
Breakfast	To maintain social distancing and reduce possible transmission	When busy there will be 2 sittings for breakfast, 1 at 8.15am and the other at 9.15am, guests will be advised of this on check-in, and a slot must be booked.	

<p>Breakfast – cont:</p>		<p>Tables will be spaced out for social distancing, so we can only fit a certain number of tables at time.</p> <p>When entering the breakfast room, you will be shown to your table, then instructed on the procedures. Only one room/family group will be at the cold buffet at once and fresh service spoons will be available for all fruits. Juices will be available in individual bottles for you to take to your table and milk for cereals will be on your table already. All cooked items, tea/coffee and toast is served to you by the owners, please help us by keeping as far away as possible when serving the food.</p> <p>We know breakfast is a good time to chat and relax, but during these times we would request that guests do not make this a leisurely activity and once finished your food, go back to your room or out for the day.</p> <p>After each breakfast service the breakfast room will be cleaned and sanitised throughout.</p> <p>Breakfast baguettes will also be available for room delivery at 9am for guests not wanting to use the breakfast room.</p>	
<p>Ground Floor Toilet</p>	<p>To reduce possible transmission</p>	<p>Not to be used unless emergency, guests to use their room toilet and wash hand basin.</p>	

Patio / Smoking Area	To maintain social distancing and reduce possible transmission	Please keep social distance when on the patio. If this is taken please smoke on the public footpath or seafront area.	
Public Area Cleaning	To reduce possible transmission	More cleaning of the public areas and especially door handles, shared surfaces etc.	
GUEST ROOMS			
Cleaning Prior to Check-In	To reduce possible transmission	When a room has been cleaned for a check-in, all equipment is to be checked so there is no need for any extra incursion into the room during the guests stay. All touch areas etc should be sanitized as the staff member leaves the room and is not to be re-entered until the guest goes in.	
Cleaning during Stay	To reduce possible transmission	Rooms will only be cleaned if you request it to be cleaned, this is to safeguard the staff and yourselves. So only yourself will enter your room unless there is an emergency. Staff are required to wear rubber gloves when cleaning the rooms and other PPE if available and change shoes when entering the building. Cleaning schedule made.	
Toiletries	To reduce possible transmission	All shower/body wash containers are sanitized before check in.	

		We only put 2 toilet rolls per room, if you require more during your stay please ask.	
Bedding	To reduce possible transmission	If you are here for more than 4 nights and require your bedding to be changed please let us know. All our linen is externally laundered.	
Towels	To reduce possible transmission	If you require clean towels please let us know, you can then leave the towels outside the room and we will leave clean ones in the same place. All our linen is externally laundered.	
Hospitality Tray	To reduce possible transmission	We have cut down the tea/coffee/milks on each tray. If you require more, please ask. This minimises the contamination of the packets for the next guests.	
Spare Pillows / Blankets	To reduce possible transmission	All spare pillows and blankets have been taken out the wardrobes, if you require these, please ask.	
If a Guest Develops Covid Symptoms whilst at the B&B	To reduce possible transmission	If a guest presents with symptoms of COVID-19 or is asymptomatic, but declares the need to self-isolate, he/she will be advised to check out and return home to self-isolate, in accordance with government guidance. If the guest shows acute symptoms, has breathing difficulties or where there is	

		potential risk to life, the hotel team will follow government-provided COVID-19 protocols.	
Bedrooms where there has been a suspected infection	To reduce possible transmission	Where there has been a confirmed or suspected infection, the latest Government advice which can be found at https://gov.wales/coronavirus , will be followed. This will reduce the risk to housekeeping staff and guests and means that soft furnishings which cannot be disinfected easily will be safe. If we do this, current UK Government guidance is that you can follow normal room cleaning regimes, as detailed in our cleaning schedule.	
Check Out	To maintain social distancing and reduce possible transmission Ask for guest feedback	Check out is by 10am. On departure keys are to be put in the basket on the reception desk, there is no need to tell the owners unless you require assistance. Please observe the 2m rule when leaving. As this is new for all of us, constructive feedback would be appreciated so we can improve guests stays in line with government guidelines.	
Thank you for Coming	Come Again	Would you like to re-book?	

THIS DOCUMENT IS SUBJECT TO CHANGE IN-LINE WITH GOVERNMENT GUIDELINES AND OPERATIONAL NEEDS

Housekeeping Schedule - Extra Cleaning of Rooms

There is a risk of contamination/transmission to hand contact surfaces in bedrooms, on linen and towels. Staff should follow handwashing guidelines as per Government guidelines

As well as the normal cleaning of the room the following will be carried out.

Hand contact surfaces will be disinfected. Below is a list of all the touch points which will be cleaned and disinfected when a guest checks out of the room:

- Light switches
- Bedside tables and Lights
- Remote control and Tv Buttons
- Taps and Shower controls
- Flush handles and toilet seats
- Toilet roll holder and brush (take off a few sheets of toilet roll to leave untouched roll)
- Liquid hand soap and dispenser
- Door handles and Push plates – inside and out
- Hair dryer handles
- Room Folder and Bible
- Wardrobe doors
- Kettle handle and lid
- Heater and/or air conditioner controls.

Mugs and teaspoons should be removed and washed in a dishwasher not the room sink.
Coffee sachets, biscuits, and milk jiggers – (tea bags & sugars thrown away after each guest departs)