



TEWIN BURY FARM HOTEL

Life after Lockdown on the Farm...

In response to the COVID-19 pandemic we have enhanced our exacting standards to a new level across all aspects of our hotel operations. The changes we have implemented are based on the guidance we have received from HM Government, Public Health England and the National Health Service, supported by industry specific advice from UK Hospitality.

We can confirm that we have complied with the government's 'COVID-19 Secure' guidance on managing the risk of COVID-19 in the workplace. Due to the constantly changing nature of this guidance and advice, our internal operating practices and protocols will be continuously reviewed and immediately updated. The information detailed below may therefore change without notice.

As we are managing a Public Health issue, we expect the full support and co-operation of all our stakeholders - our guests, our team and our business partners. Only through our collective efforts can we successfully combat the spread of COVID-19 and keep each other safe and healthy.

To be present on property, you either need to be a guest, a staff member or a pre-authorized (and health-screened) partner. With only 44 bedrooms, most with their own entrances set in 700 acres of peaceful Hertfordshire countryside, we are ideally suited to allow for more space, naturally.

Although certain aspects of our service need to change please be assured we are still committed to providing the home from home experience that our customers expect from Tewin Bury Farm. As this situation is new to all of us, we would ask for feedback from our customers for any aspect of our service or safety that we could improve, our duty managers are on hand at all times for you to express any concerns to us.

Cleaning

- We are working closely with our trusted supplier Ecolab to supply us with ECHA registered chemicals that are designed to clean all traces of the Covid-19 virus on hard surfaces.
- Extra staff will be on duty to facilitate extra cleaning throughout the day.
- High touch points such as door handles and other hard surfaces will be cleaned every 20 minutes in our public areas.

Our Teams

- Our staff will be provided with all the PPE they need to minimise the risk to them. We will be providing them with extra training prior to reopening to ensure they know how and when to use it.
- We will be asking our staff to download the NHS contact App and we will be introducing temperature checks each day. Staff will not be attending work if they are suffering from any symptoms.
- Staff will be wearing their uniforms only at work and our staff changing and dining facilities will be changed to facilitate social distancing.
- Our staff will be washing their hands on a regular basis, antibacterial soap is available in all hand washing areas.

Social Distancing

- Signs will be in place reminding people of social distancing measures.
- There will be sanitising stations in all areas, guests should use these on entering and exiting.
- We will be introducing one-way systems in all public areas.
- All doors will be propped open where possible – if not they will be wiped down on a regular basis.
- Perspex screens will be installed at pay areas and we will not be accepting cash; credit card machines will be cleaned down between use.
- Safe 2-meter queuing distances will be marked out in all areas.
- An isolating room will be available at all times. If someone starts to experience symptoms of Covid-19 while on site, they can make use of this room to contact NHS 111 for advice.
- Our food & beverage outlets will be rearranged to ensure maximum safe distance between customers.

Checking in

- Guests will be asked not to travel to us if they suspect they have Covid-19 symptoms. Our cancellation policy will be extended to facilitate late cancellations.
- Keys will be sanitised before programming and then sealed before presenting to our guests.
- We will limit the staff members in reception and introduce measures to limit contact between staff and guests.
- We will be removing all marketing materials from our bedrooms and public areas. Any information our guests need for their stay will be emailed to them in advance.
- Our bedrooms will be cleaned to our usual high standards using special anti-bacterial cleaning agents. For extra protection, our rooms will be given a final spray with a V260 fogger containing antiviral disinfectant.
- We will be removing unnecessary items such as cushions to minimise any contamination risk.
- Stay over rooms will not be serviced, if guests require anything during their stay such as extra towels or tea & coffee supplies this can be requested by calling reception, these items will be left outside the guest's room to reduce contact.
- Guests will be asked to use the bathrooms in their rooms rather than our public restrooms.
- Guests are encouraged to take any unused toiletries with them on departure again to minimise contamination.
- Express check out will be used for all guests, guests can drop their keys off in an outside location when leaving, These keys will be left for 72 hours before using again.
- Our bedrooms will be left to fallow as long as possible between guests to ensure the safety of our housekeeping staff.

Food & Beverage

- We will reduce the number of tables in the dining rooms and expand our outdoor spaces and food offerings.
- We will expand our dining hours during higher occupancy periods.
- We will establish strict table/chair sanitisation procedures between guest seating periods.
- We will suspend all buffets. Breakfast will be available from an a la carte menu.
- There will be more takeaway options in our food and beverage outlets.
- Salt and pepper shakers will be removed and available on request. They will be sanitised after each use.
- We will not accept cash payments.
- We will use batched cocktails/ingredients where possible to limit the handling of products.
- We will expand our in room dining and outside picnic offering.
- Room service will be provided at no extra cost, service is restricted to delivery to the bedroom door.
- Single use menus will be in place across all outlets excluding our outdoor outlets, these will have wipe able menus which will be wiped and sanitised after each use.

Our Service

Please be aware that our service will need to change in accordance with the necessary social distancing measures.

- There will sometimes be a need to queue so that we can assist you in a safe way - please bear with us!
- We will not be offering assistance with luggage in order to limit contact between staff and customers.
- Unless we can do so in a safe way for our staff, we will not be offering our usual shuttle service to Shire Park.

Our Business Partners

- We will be receiving visitors and contractors to site by appointment in advance only.
- Any visitors will be asked to complete a pre arrival health questionnaire and return it prior to arrival.
- Deliveries will only be received at the door; suppliers may not enter the premises unless they have an appointment.
- Access to back of house areas restricted to staff only. Contractors will not be permitted to use welfare facilities.

Finally, we ask that as a guest at Tewin Bury Farm you commit to:

If in the unfortunate case, you have any COVID-19 symptoms such as fever, cough, shortness of breath, or loss of taste and smell, we ask that you contact us, and allow us to reschedule your stay.

It is important to note, that for the safety of our guests and the safety of our team, that any guests displaying symptoms consistent with COVID-19 will be requested to seek medical attention. Should you be advised to self-isolate, we will request that you check out immediately and return home.

We ask that everyone respects the 1m social distancing guidance, not because we don't love you...but because we do!

And finally, please treat our team and your fellow guests with kindness and respect; this is a difficult time for all of us.

We would welcome any feedback to help us be the best and safest we can be in these challenging times. Please can we ask you to tell us in person during your stay so we can act and improve immediately. Many thanks

**We can't wait to see you soon.
Travel safe and stay well.**