

COVID-19 SAFETY PROTOCOL



Dear Smugglers Inn Guests,

In anticipation of our return to business we are working hard on our plan which will respond to the new requirements and expectations and will be in line with our Government and The World Health Organisation Protocols.

Paramount to us is assuring you, our guest, that we are well prepared, our Bar, Restaurant & Accommodation is clean to the highest standards, disinfected and that our team understand the seriousness of this pandemic.

The Smugglers Inn detailed Covid-19 Operational Protocols are available below. Some of these guidelines will be highly visible in the style and form of service we offer to our guests. Others are intended to address all areas of the hotel including those not visited by our guests. In all cases, the health of our colleagues and guests is paramount. This document will be frequently evaluated to verify compliance, identify and correct any gaps and we hope it will serve to give you peace of mind when returning to The Smugglers Inn.

In the meantime, we wish you well and thank you from our family business for your continued loyalty and we look forward to welcoming you back soon to enjoy our warm hospitality and service.

Warmest wishes

Henry Hunt & The Smugglers Inn Team

01/07/2020

BEFORE YOU ARRIVE

- You will receive communication, guiding you through a simple check-in process, helping to reduce contact time at our Reception Desk.
- The Key to your room will be sanitized and sealed for your collection at reception
- Safety information will be sent to you, explaining the procedures that you will need to be mindful of when interacting with anyone in the premises.

WHEN YOU ARRIVE

- You will be invited to sanitise your hands upon arrival. Sanitisation stations are provided at entry-point to the premises and throughout the Bar, restaurant, reception, lobby & various point in the accommodation area .e.g stair-case, hallways.
- If you are part of a family gathering, we encourage just one member of your party to approach the check-in desk, while the others relax in the waiting area.

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WHAT YOU WILL NOTICE DURING YOUR STAY

General:

- All colleagues will wear PPE equipment where stipulated by Government health and the WHO guidelines.
- Automatic social distancing monitors will be operating at the reception desk.
- Hand sanitisers will be readily available throughout the main building and non-visible service areas of the premises.
- Signage to encourage and remind people about regular hand cleaning and social distancing protocols will be visible throughout the hotel and non-visible service areas.
- Touchless payment will be encouraged.
- Furniture will be rearranged to allow for adequate social distancing.

Dining:

- Restaurant tables will be adequately spaced apart and the number of diners will be reduced in both restaurants, in line with safety protocols.
- All meals will be provided “a la carte” style.
- All condiments have been removed from dining tables and can be served to you by your waiting team.
- Menus will be sanitized after each use.

In Your Room:

- Government and WHO guidelines for cleaning and sanitising guest rooms will be adhered to. Frequently touched areas will be thoroughly disinfected regularly during your stay. (ie, remote controls, handles, taps etc).
- We use sanitiser which both cleans and sanitizes in one, while supporting our fight against Covid19. This product also protects our team and our guests from toxic emissions from cleaning chemicals and reduces allergic reactions to chemicals.
- In-room cutlery/crockery and water bottles will be removed and bio-degradable cups & stirrs will be used. Complimentary bottles of water can be requested at the bar for your collection.
- In-room bins are disinfected.

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- Housekeeping service will be once per day. Alternatively, you can communicate with our housekeeping team using provided door hanger signs. (i.e.: Do not disturb).
- Room attendants will wear a fresh set of disposable PPE for each room that they clean. these will be disposed of in line with Government guidelines.
- Bed linen will be handled with extreme care so as to avoid lifting dust. Linen will be bagged, sealed and removed for laundering. All linen is laundered at a minimum of 60C.
- Hand sanitizer, wipes & masks are available by requested.
- Housekeeping will open windows when servicing a room, ensuring adequate ventilation.

BEHIND THE SCENES

- Prominent signage and hand sanitiser dispensers are located throughout the service and back areas of the premises.
- All public areas are cleaned and sanitised in line with Government and WHO guidelines. Extra care is given to sanitise high-touch points such as chair arms, tables, handrails, door handles etc.
- All soft furnishings are steamed regularly & spray sanitized.
- Food Safety/HACCP* – We will continue to observe the strictest good hygiene practice across all areas of food preparation for our restaurants and in-room dining. *Hazard Analysis Critical Control Point.
- All dining areas will be ventilated after each meal period.
- Our loading bays are equipped with alcohol hand sanitisers for both the suppliers and our own colleagues.
- Our goods received area will be cleaned and disinfected at regular intervals and after each period of use.
- All food and food contact goods are date coded on arrival and quarantined as appropriate in a designated area. Dry goods are left for 48-72 hours before transferring them to our food stores.
- Chilled Items – where possible outer packaging is removed on unloading, otherwise outer packaging will be cleaned using the appropriate cleaning agents.
- Deliveries are scheduled to allow sufficient time between deliveries to adhere to our safety protocols and also to allow for safe distancing during delivery times.

IN THE KITCHEN

- Kitchens and food prep areas continue to be regularly sanitised and extra care is given to high-touch points. i.e.: food equipment, food contact surfaces, chopping boards etc.

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- We have limited the number of colleagues to a minimum and workstations have been re-arranged so that colleagues are assigned to a designated work-station.
- All kitchen teams wear disposable masks, gloves and other safety equipment as dictated by HACCP based policies. All items are sanitised with appropriate cleaning chemicals, cleaned and replaced as per local policies.
- Our chefs will limit the menus, until further notice, for quality assurance.
- Menu choices have been revised to avoid raw foods or foods that cannot be heat-treated correctly. This would include items such as unpasteurised cheeses.
- All knives and utensils are heat-treated in a dishwasher at a rinse of 82C or sterilised using boiling water or steam.

ADDITIONAL SAFETY MEASURES OUR COLLEAGUES ARE TAKING

- Mandatory health questionnaire will be implemented at the start of each work shift.
 - Any colleague experiencing COVID-19 symptoms will be asked not to attend work and to contact their local Public Health centre.
 - Hand sanitiser will be used before entering the hotel premises, throughout the day and again when leaving.
 - Colleagues have been instructed to avoid any unnecessary contact or conversation with guests. Naturally we are saddened to have to enforce this protocol, as it is out of nature, however we must keep safety to the forefront.
 - Supervisors will monitor the proper use of all PPE and ensure that it is disposed of and replaced in accordance with Government guidelines.
 - Colleagues shoes will be cleaned and disinfected before entering the building.
 - Colleague shifts are staggered to ensure adequate social distancing during break times and all colleagues will comply with the 2m social distancing rules.
 - Additional training has been provided and supervisors will continue to monitor strict compliance with regards to regular hand washing and hygienic cough etiquette. Locker rooms will be thoroughly disinfected daily.
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- All windows will be kept open where possible for good ventilation.
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- Outer clothing and personal belongings will be kept inside colleague lockers.
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- Offices have been rearranged to apply to social distancing regulations.
 - We have implemented “working from home” where reasonable, to allow for more adequate office space. High touch-points in offices are disinfected regularly.