



## **Impeccable Pig COVID-19 Operating Procedures**

The safety and well-being of our staff, guests and suppliers is our number one priority and it is for this reason we will be implementing and following the current Government Guidelines.

We all have a responsibility to continue to observe these guidelines and therefore no guests, staff or suppliers should arrive at the hotel if they have any of the symptoms of COVID-19.

- All signage displayed must be read and adhered too.

In readiness of our opening on 4<sup>th</sup> July (date is subject to change dependent on Government decision) we will be making specific changes to our operation with the minimum of compromise to our guest care and professional service that we provide.

### **Cleaning and Sanitisation**

- We have a 24 hour housekeeping team who will carry out frequent cleaning using antiviral disinfectant and sanitiser throughout the hotel focusing on points of high contact and use.
- Where appropriate PPE will be provided to team members and return to work assessments carried out in addition to recorded daily health checks including individual temperature checks which will be recorded confidentially and held by HR.
- Hand sanitisation stations will be available in all guest public areas and back of house for staff use with instructional signage.
- Magazines, newspapers and information literature will be removed from public areas and issued for single use upon request.
- Signage will be displayed in the guest toilets and back of house staff areas advising of the correct handwashing procedures.

### **Guest Accommodation**

- On arrival guests will be able to take their temperature using a wall mounted infra-red thermometer.
- Individual sanitisers will be provided for guests in the bedrooms.
- Face masks will be available upon request from reception.
- Where possible bedrooms will be left fallow for 72 hours in between cleaning and the arrival off next guest.
- Hotel linen will be thermally disinfected to UK healthcare standards.
- All rooms will be cleaned using antiviral disinfectant and sanitiser and single use clothes.

## **SWINE, DINE & SLEEP**

A restaurant with rooms, a pub and a lot of character

The Impeccable Pig, Front St, Sedgefield, TS21 3AT | [www.impeccablepig.co.uk](http://www.impeccablepig.co.uk) | [info@impeccablepig.co.uk](mailto:info@impeccablepig.co.uk) | 01740 582 580

Registered in England. Company No. 769845 Registered Office Ramside Estates Ltd, Ramside Hall Hotel, Carrville, Durham DH1 1TD



- Complimentary toiletries, coffee and tea items will be available and thoroughly cleaned in-between each use and glasses and china will be sanitised.
- Ozone generator machines will be used throughout the hotel which is a proven disinfectant tool that kills both airborne viruses and those on hard surfaces.
- Additional checks of bedrooms will be carried out using a back lighter.
- Hot tubs will be disinfected with chlorine in between cleaning and the arrival of the next guest.

### **Social Distancing**

As mentioned previously it is the responsibility of us as a business and all of us as individuals to follow government guidelines with regards to social distancing. This information will be displayed and amended in line with the latest government guidelines.

- Seating will be repositioned in guest and staff areas to create the recommended spacing.
- Perspex screens will be installed at the reception desks and points of sale throughout the hotel.
- Face covering must be worn within the public area and should only be removed once sat at a table.

### **Restaurant and Bar**

- Social distancing measures will be implemented when allocating tables across the restaurant.
- Plated breakfast will be served.
- Table reservations will need to be made in advance and dining times adhered to. Bookings should be made on line.
- Maximum party of six will be allowed in the bar, restaurant or outside seating area.
- Menus will be single use.
- Room service will be available. Trays will be delivered to the guest's bedroom and the door knocked to indicate delivery. Trays will be collected from outside the bedroom.
- Outside dining will be offered, weather permitting

### **Communication**

We will deliver accurate and timely information to our staff, guests and suppliers via the most effective platforms including web based, newsletters and in-person briefings and upon any amendment to this document.

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