



COVID-19 STANDARD OPERATING PROCEDURES


Ardencote
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INTRODUCTION

As Ardencote prepares to welcome guests back to the Hotel, we want to ensure that we are providing our guests with a safe, welcoming and clean environment.

The purpose of this Standard Operating Procedure (SOP) document is to confirm the steps Ardencote is taking to focus on cleanliness and practise of social distancing for the protection of our staff and guests.

We continue to monitor updates from Government authorities and will update this document to ensure that all staff and guests have relevant, up to date information.



ARRIVAL AND DEPARTURE

Car Parking

- There are over 250 car parking spaces at Ardencote and therefore you will be afforded plenty of opportunity to park within social distancing requirements

Hotel Check In

- Guidance will be provided to all guests on arrival and departure to ensure social distancing measures are followed
- Guests will be asked to wait in the reception area until the reception desk is clear
- Pre check in will be encouraged; if a guest does not pre check in they will be asked to sign hotel registration card only
- Perspex hygiene barriers will be in place on reception to provide an efficient screen
- Countertops to be sanitised after every guest interaction
- Key cards are to be sanitised prior to being provided to guests
- Guest directory to be available to be emailed to guests, laminated copy available on request
- Hand sanitiser station will be available in reception area
- Reception area seating reconfigured to maintain social distancing
- Disinfectant wipes and hand sanitiser will be available behind reception desk

Hotel Check Out

- Guests will be encouraged to have a paper - less check out
- Guests will be required to pay for all items purchased during the course of their visit at the time of purchase, therefore ensuring minimum requirement for check out process
- E-mail will be the preferred form of communication following GDPR regulations
- A container will be provided on the reception desk to return room keys
- Key cards will be sanitised prior to being re-used by other guests
- We will be unable to accept the handling of cash for the duration that the COVID – 19 policy is in place

BRASSERIE RESTAURANT AND BAR

Brasserie Restaurant – Breakfast, lunch and dinner service

- Tables reconfigured to meet social distancing guidelines, thus reducing capacity.
- Due to the size, scale and limited capacity of the Brasserie dining arrangements, table screening will not be necessary
- Tables will need to be reserved – you will be asked to book a time for all service times at the Reservations stage and again on check in if this has not been possible. Times booked will need to be strictly adhered to
- Menu's will be available to view on our website and single use menu's will be available in the Restaurant if required
- A limited Continental Breakfast will be available to pre order for collection from a designated area at a pre-arranged time
- We will only be providing table service
- Hand sanitiser station will be located at the entrance of the Brasserie

Brasserie & Cocktail Bars

- Table service only, no guests will be allowed to stand at the bar
- Tables reconfigured to allow for social distancing to be maintained
- Laminated menu's will be available which will be sanitised after every use
- Make the most of our outdoor terraces and dine al fresco



BRASSERIE RESTAURANT AND BAR

Brasserie Service Initiatives

- Front of house servers will be based in the Restaurant & Bar
- Kitchen team will deliver food to a designated handover point to front of house staff
- Table condiments have been removed from tables and will be available on request
- Glassware will be removed from tables and drinks will be poured and served as required
- Contactless payment will be required on every purchase /transaction
- PDQ machines will be sanitised after every use
- Frequently used guest touchpoints will be disinfected every hour
- All dining tables and chairs will be cleaned thoroughly after each use



HOUSEKEEPING

- Ardencote Enhanced Clean Standard in place and available as a reference point
- Enhanced Managers Checklist in place and available as a reference point
- Ardencote Clean Room seal implemented to certify room is clean and ready for guests' arrival
- Housekeeping team will be provided with appropriate PPE
- Laundry will be individually bagged in each room

Ardencote Enhanced Clean Standard

1. Key items with multiple touch points e.g. TV remote will be sanitised and placed in a sealed bag. Disposable items have been added and disinfectant wipes supplied for guest bedrooms
2. Duration of Stay – Rooms to be cleaned once guest has vacated room. Option for guests to have a “bed pack” left for them to self service
3. Bed Linen - All bedroom linen will be removed and placed in laundry bags inside the room.
4. Bedroom & Bathroom – The Housekeeping team will follow a detailed cleaning plan in every room, concentrating on all multi touch surfaces, switches, controls, furniture and bed linen



HOUSEKEEPING

Enhanced Managers Checklist

- Once the room has been cleaned a Manager will spend additional time checking all rooms are fully COVID clean and ready for occupation.
- This will include the use of an UV light and all surfaces, switches, controls and door handles will be checked. A full inspection of the bathroom will also be completed to include sanitary surfaces, shower screens, and bathroom floor.
- Once the room has passed the Enhanced Clean Standard and checked by a Manager a door seal will be applied to verify that the room has been passed to the exacting standards



PUBLIC AREAS

Lifts

- Social distancing requirements restrict guests to single passengers at any time unless you are from the same household.
- Signage is in place on each level confirming the social distancing guidance
- Hand sanitisers are in place in all lift lobby areas
- Lift call buttons, handrails and frequently touched areas will be disinfected every hour

Public Toilets

- Hand sanitisers/Bactericidal Hand Soap are in all public toilets
- Enhanced signage is in place confirming social distancing guidance
- Public toilets cleaned every hour focusing on frequently used touch points like door handles, taps, cubicle locks and bins



MEETINGS AND EVENTS

- All room capacities reconfigured to promote social distancing
- Ability to extend your meeting space to our outdoor areas
- Single use items removed from tables and available on request. Individual water bottles and disposable cups provided.
- Cleaning and sanitising schedules to be completed regularly throughout the day
- Sanitisers and disinfectant wipes will be supplied in all meeting rooms
- Meetings of 10 people or less may use the Conference café unit, ensuring only one company to have a break at any one time. Any greater demand, a coffee service point will be set up in the meeting room
- Hand sanitisers to be placed by each Conference café units
- Sugar and stirrers will be individually wrapped
- All break out areas to be cleaned after every use
- All food refreshments will be individually wrapped
- Lunch options for smaller groups will be pre-ordered on the day and served in individual bento style boxes
- Lunch option for larger groups will be offered alternative dining facilities
- All Ardencote AV equipment including flipcharts, LCD projectors, TVs and remotes to be cleaned on a daily basis
- All tables and chairs in meeting rooms will be cleaned and sanitised after every meeting



LEISURE AND SPA

Golf

- Our 18-hole golf course is now open. Tee times must be booked in advance (golf fees will apply). We will only be accepting debit or credit card payments
- Maximum of 4 persons per tee time
- Social distancing guidelines must always be adhered to
- No clubhouse facilities are available, including equipment hire
- Rakes and ball washers have been removed. Flag holes have been inverted



Tennis

- 3 all weather, floodlit tennis courts are available
- Courts must be pre-booked and are free to residents and members
- No additional facilities will be available, including equipment hire



Outdoor Pool & Sun Terrace

- Hand sanitising stations will be made available at the entrance to the sun terrace
- Regular enhanced cleaning will be carried out at regular intervals throughout the day
- Number of guests permitted to use this facility will be limited to the number of loungers available which have been set with social distancing in mind. Numbers using the pool will be limited to 10 at any one time and swimming in a clockwise direction
- You will not be allowed to move the loungers or other furniture at any time
- Changing room facilities will be made available to members and day guests however please note that there will be limited lockers and numbers will be restricted to comply with social distancing. There will be no showering facilities inside the changing rooms, therefore please where possible avoid using the changing rooms
- We ask that all guests use the outdoor showers before and after using the pool
- At busier times your use of the sun terrace and outdoor pool may be restricted to a maximum of 90 minutes
- The outdoor hot tub will be limited to a max of 7 persons at any one time and limited to a max of 30 minutes at a time



LEISURE AND SPA

Indoor Pool

- Hand sanitising stations will be made available at the entrance
- Regular enhanced cleaning will be carried out at regular intervals throughout the day
- We ask that all guests use the indoor showers before and after using the pool
- Numbers will be limited to a maximum of 10 persons at any one time, all swimming to be in a clockwise direction
- This facility will need to be pre-booked for an hour slot
- Changing room facilities will be made available to members and day guests however please note that there will be limited lockers and numbers will be restricted to comply with social distancing. There will be no showering facilities inside the changing rooms, therefore please where possible avoid using the changing rooms
- The indoor whirlpool will be limited to a max of 3 people at any one time and limited to a max of 15 minutes at a time
- The steam room and sauna will remain closed as we await government guidelines



Gymnasiums, Squash/Racquet Courts

- This facility will need to be pre-booked and will be restricted to 1-hour time slots
- Enhanced cleaning will take place in between each hour available
- Social distancing requirements will restrict the gyms to a maximum of 6 people per gym
- Use of the squash court will follow all government guidelines, with respect to indoor gatherings
- Hand sanitising stations will be made available at the entrance
- Signage is in place to remind all guests to clean equipment after each use
- Changing room facilities will be made available to members and day guests however please note that there will be limited lockers and numbers will be restricted to comply with social distancing. There will be no showering facilities inside the changing rooms, therefore please where possible avoid using the changing rooms



LEISURE AND SPA

Ardencote Salon & Treatment Rooms

The following facilities will be open from the 15th July:

Limited Massages

Manicures & Pedicures

There will be no other treatments available

- All treatments will need to be pre booked
- Guests will be escorted to and from the treatment areas by staff
- Hand sanitising stations will be available at the entrance to the Salon & treatment rooms
- Social distancing guidelines will be followed and communicated with appropriate signage
- Numbers using the Salon and treatment rooms will be restricted to comply with social distancing
- All staff will be provided with full PPE including face shields and clients will be offered masks on request
- All areas will be cleaned and sanitised at the start and end of each day. Treatment rooms, manicure and pedicure stations will be cleaned between each guest following our enhanced cleaning protocols
- Payment for all treatments will need to be made in advance of arrival and you will be asked to complete a consultation card prior to any treatments

Destination Spa

This facility will remain closed, as we await further government guidelines



TEAM MEMBERS

General Safety

- All offices, canteens and back of house areas maintained for all team members, in line with social distancing guidelines where possible
- PPE to be provided for all team members, dependent upon job roles
- Hand sanitisers readily available for staff use
- Sanitiser and disinfectant wipes to be supplied to all offices to ensure individual workstations are cleaned before and after each shift change
- All team members will be temperature screened at the start of each shift and this will be recorded
- Team members with any symptoms should not attend work or will be sent home to self-isolate and follow government guidelines
- Team members should refrain from skin to skin or face to face contact with other team members and guests
- Individual departments will be allocated different break times throughout the day
- Team or departmental meetings which are needed should be held following all social distance guidance
- Team members should be encouraged to stagger arrival and departure times and also kept in the same teams as much as possible

Personal Protective Equipment

- All team members to be provided with PPE, to include gloves and masks
- It is the team members decision to wear PPE
- All team members to be trained on the use of PPE
- Gloves to be essential in all customer faced roles, e.g. housekeeping, food and beverage, reception and maintenance, these should be replaced regularly
- Reusable PPE to be cleaned after each use, disposable PPE to be disposed of correctly

TEAM MEMBERS

Hand Hygiene

- Team members should be encouraged to regularly wash their hands throughout the day, following government guidelines
- Hand washing facilities will be available for all team members and relevant washing guidance will be displayed accordingly
- Team members should wash their hands on arrival on shift
- Hand sanitisers to be placed in all offices and back of house areas
- Housekeeping to have hand sanitisers on all trolleys

Team members re-induction

- Before a team member returns to work, they should have read, understood and signed the COVID-19 SOP, along with individual departmental Risk Assessments
- Team members wherever possible to have completed the Institute of Hospitality endorsed online COVID-19 training prior to returning or on their first day of work
- Team members to confirm that they are not at risk or shielding anyone prior to returning to work
- On the team members first day, they must be trained on all PPE use, hand washing hygiene and social distancing guidance within the hotel. All these must be signed off by each team member

