



## COVID-19 Secure Policy

**In case you haven't got time to read this full and detailed policy, to summarise in a few sentences, we're keeping you and us safe by us all keeping at least 1m apart, washing our hands regularly, wearing face masks and doing extra cleaning. If you're happy with our policy then great, but if you'd prefer to wait and stay later on, when all this is over, then we'll happily move your booking for you.**

We are proud to have been accredited as safe to open by [Quality in Tourism](#), [Visit England](#), [The AA](#) and [The World Travel & Tourism Council](#).



The world is a very different place since the Coronavirus pandemic and so we want to reassure you that you can have confidence when booking a stay with us. The health of our guests is paramount.

The English Riviera is an ideal location with so much clean sea air and open spaces. Our café culture means many bars and restaurants have outdoor seating and there are many activities you can do whilst remaining socially distant.

Due to the increased time to clean bedrooms thoroughly to the new standards, check in is strictly after 3pm unless you have booked and paid for early check in.

We pride ourselves in our high levels of cleanliness. Our standards have been described as "clinical" by some past guests, and as both of us have OCD traits, this leads to very organised and super clean environments.

Our cleaning chemicals have been sourced from the same company for the last 15 years, who also supply the NHS, so you're safe in the knowledge that they do the job and are medical grade. As we have no staff, we are the only two people who have contact with you, the bedrooms, the food we serve you and do all the cleaning ourselves.

No guest glassware, crockery or cutlery is hand washed - it all goes through the dishwasher. All linen is professionally laundered.

We have achieved a 5 rating (the highest achievable) for food hygiene from the Environmental Health Department for each of the 15 years we have been in the hospitality business. We have also achieved 5 star grading status with The AA, and also in the past, Visit England and Visit Wales (at our last hotel) who also assess cleaning standards and never graded us less than full marks. We have also been awarded the Safe, Clean & Legal status from Quality in Tourism - an independent body who physically assessed us on site. Visit England have certified us as "Good to Go", and The AA have certified us "COVID-19 Confident".

Our suppliers are carefully vetted and chosen by us, and have also achieved high standards of quality and cleanliness.

You will find details below of the actions we are taking to keep us all safe following completion of a thorough risk assessment. This policy is based on current Government guidance for hospitality businesses. As their advice changes, we update this document, so if your booking is some way off, you may wish to check back nearer the time and have another read.

We have changed some of the things we normally do to ensure the safety of everyone in the building. Please read through the list as some of these will affect your stay. We have tried to retain our high-quality product and little touches where possible and can reassure you that a great experience will still be had.

#### Before you arrive

As per current Government advice, please do not travel to us if you, or anyone in your party is showing any of the common symptoms of Coronavirus (ie fever, persistent cough, loss of taste or smell). If you live or work within a current local lockdown area or a tier where you are unable to travel, then please call us. We will happily re-arrange your stay for a future date at no penalty, even at the last minute. For your confidence in booking, all reservations are currently fully flexible and can be moved to another date at no cost for Coronavirus related reasons.

All members of your party are required to check in by scanning the QR code in the venue with the [Government's NHS COVID-19 app](#) each time you enter either the B&B, a bar, restaurant, shop or attraction.

In addition, we may be asked to provide your name, contact details and dates of your stay to Government bodies if requested for the purpose of the Test and Trace programme. Your details are stored securely by us as per our [Privacy Policy](#). If you are unable to download the app to your phone, we have all your details recorded as part of the booking process, however, you may be asked to manually provide your details to other places you visit whilst staying with us if you don't have the app.

**We would kindly remind you to bring a face covering with you. It is mandatory to wear a face covering in the public areas of the B&B. This will include our reception area, corridors and stairways. Other public places also require a face covering by law such as public transport (including ferries and taxis), shops, museums, indoor tourist attractions, arcades, and cinemas.**

Your face covering can be removed once seated for food or drink (eg at the breakfast table) or whilst in your own bedroom.

Your agreement that you will follow our temporary new procedures and extra measures whilst on our premises is kindly requested and forms part of the [Terms and Conditions of booking](#). A link to this document will be emailed prior to your stay and unless we hear from you it is presumed that you are happy to continue with your booking under these new measures. Should you prefer to stay at a later date when things are more back to normal, please contact us.

This document is also available on our website via [www.the25.uk/coronavirus](http://www.the25.uk/coronavirus)

#### Arrival

Most of our guests arrive by car. Under normal circumstances, as an environmentally conscious business, we encourage the use of public transport, especially as we are so close to the train station. However, during this current period, we would appreciate it if you could avoid using public transport to arrive where possible, minimising the chance of infection on route. We have plenty of parking available.

We would remind you to limit contact with other people and keep at least 1m social distancing at service stations, restaurants and attractions, using hand sanitiser, wipes and face coverings where appropriate.

If you plan to use our local ferries, taxis, trains or buses whilst here, you will be asked to wear a face covering as these are all classed as public transport.

#### Check in

We will ask you for an approximate check in time and where necessary, may ask you to move your check in time slightly to avoid another guest arrival. We would usually open the front door for you personally. If we see you arriving on the car park, we will wedge the door open so you can walk straight in.

If you do arrive at the same time as another guest, please wait in your car or on our sun terrace until they have checked in to allow for social distancing. Likewise, if you arrive at the front door (which is glass) and see someone is already in reception, please wait until they have moved on.

Please note that we may request to take a forehead temperature with a medical grade infrared thermometer on arrival. Should we record a temperature of 37.8°C or above, we will ask you to relax for a while in your car or on our terrace. If your temperature is still high following a second reading taken

after 15 minutes, we will ask you to arrange to be tested, and return home as soon as possible if safe to do so, and self-isolate as per the current Government guidance. We will rearrange your stay for a future date at no extra cost. Temperature records will be destroyed after 21 days. (We haven't had to send anyone home yet!)

Hand sanitiser is available next to the front door in an automatic spray pump, which we encourage you to use whenever you enter or exit the building. We'll ask you to stand in the area marked whilst we let you know important check in information so that we're over 1m away from each other. We will all be wearing face masks throughout the check in process.

All documentation is usually completed online before your arrival date, so there should be nothing to complete or sign on check in. We will remain in the reception office ourselves where possible, maintaining social distance. Your key will have been sanitised since the last guest.

If you do not require luggage assistance, we will not come to your room with you and instead will direct you to it. There is a comprehensive Room

Information pack on the wall in your bedroom to familiarise you with the features and how everything works.

If you would like us to carry your bags to your room, we will follow you at a safe distance and place your bags outside your door. We will sanitise our hands immediately before and afterwards.

We offer a complimentary drink on arrival. This can be served to your bedroom, or left in the Drawing Room or on our sun terrace. Where possible we will encourage guests to enjoy their drinks in different areas, but we have chairs over two meters apart in both the Drawing Room and outside. After a guest has sat outside, the chair arms and table will be sanitised. Once a guest has left the Drawing Room, the coffee table will be sanitised.

#### Corridors and stairways

If you see someone coming down the corridor or stairs, please stand back whilst they pass. This can be done by going back into your bedroom or standing momentarily in the drawing room, or the middle of reception. We would suggest you allow priority to those coming up the stairs.

#### Your bedroom

The air conditioning and TV can be controlled via Alexa if you prefer rather than using the remotes, though these will have been wiped clean since the last guest and presented in a sealed plastic bag.

All our air conditioning units are individual to one another so only fresh air circulates into your bedroom. The units in the Watcombe and Shoalstone Suites also have an air purification system. During this time we would

encourage plenty of natural ventilation with open windows rather than using the air conditioning. Please do not use air conditioning with the windows open!

Alexa should also be used where possible to operate the lights using your voice.

The decorative cushions and runner will be washed between guest stays. For this reason, we usually have a three night minimum stay in place. All the white linen and towels in your bedroom, as well as the breakfast napkins are commercially laundered at high temperatures using strong cleaning chemicals.

We would ask you to wash your hands both on entering and leaving your bedroom. Antibacterial handwash has been provided for your stay.

### Cleaning

We've always had extremely high cleanliness standards and used NHS approved cleaning products. For us, something is either clean or dirty, there is no in between.

We have started cleaning guest bedrooms daily again but would request that you leave your windows open for plenty of fresh air when you leave for the day. Should you prefer us not to clean your room on any day, we now have a door hanger system for you to only request certain items for replenishment, or opt for no cleaning in which case we will not enter your room at all.

COVID-19 is an 'enveloped' virus and as such is within a group of viruses deemed easier to kill, whilst outside of a living body, through the use of an effective sanitising agent. We use a sanitiser accredited to BS EN 1276 and BS EN 13697 standard, and supplied to the NHS so the product is more than capable of killing enveloped viruses within a limited contact time of less than 30 seconds.

We produce it on site by dilution and have unlimited access to this product and can therefore use it liberally and as needed, with no worries of depleting stock or increased cost. This product has always been used for all cleaning throughout the building including the bedrooms, toilets, dining room and kitchen. We will be carrying out additional regular cleaning where necessary in particular on customer touch points like handles and stair rails.

As it dries, it leaves behind no chemical residue and is not harmful to the environment or the user.

Appropriate PPE (personal protective equipment) including a face mask, plastic apron and nitrile gloves will be used to clear the room of all dirties then disposed of and a new set used for the next room. New cleaning cloths are also used for each bedroom to prevent cross-contamination and we obviously wash our hands extremely frequently. 80% alcohol hand sanitiser is used in between cleaning the bedroom and bathroom and before moving to the next bedroom.

### Breakfast

We have reinstated our wonderful self-service cold buffet for 2021 season.

However, we have adapted our items so they are individual covered portions for you to help yourself to. We would ask you to remember the “Hands / face / space” rules – ie sanitise your hands when entering the dining room and before using the buffet, wear a face mask when not seated, and only use the buffet one bedroom at a time to maintain social distancing, touching only what you wish to take. We have replaced our six dining tables to maintain social distancing of at least 1m. Where possible diners are back to back with other guests.

Menus, salt and pepper grinders, and sugar spoons will be sanitised each day. Please only handle items like jams if you plan to eat them.

Andy will take your order standing at a minimum 1m distance whilst wearing a face mask.

We have held a 5 star food hygiene rating (the maximum possible) since we opened and will always adhere to the highest standards of cleanliness and food safety.

Our dining room guest toilet will be available again and cleaned daily after use.

#### Evening meals

We have temporarily lifted our restriction on takeaway food and will allow takeaways in bedrooms if you have difficulty finding a table in a local restaurant.

A sealed bag of disposable cutlery and plates will be available to help yourselves to from the Drawing Room sideboard. We would kindly ask that you are careful not to make a mess, open your window to clear lingering smells, and place any rubbish in the bin bag provided and seal it. You can put straight in the bins on the car park if you wish. Please don't store food with a strong odour in your fridge.

Most restaurants in the area have reopened, though a few have remained takeaway only. We suggest you check each individual place's website or social media for further information on what is being served, how booking works and opening times. **You are strongly advised to book restaurants for all nights of your stay well in advance** due to restrictions on the number of places open, their limited numbers of tables and a higher than normal amount of visitors to the area. Some restaurants were getting booked up three weeks in advance last summer!

New for 2021 season – we can also now provide a Grazing Box for 2 in your room for your arrival should you prefer not to eat out (24 hours notice required). Full details at [www.the25.uk/grazing-box-etai24](http://www.the25.uk/grazing-box-etai24)

#### Check out

Before you check out, please open all your windows for ventilation, and leave out any hair dryers, irons or anything else you have used during your stay to allow

us to sanitise them. We would kindly ask you to check out on time in order to give us adequate time to air and clean the room before the next guests.

### General

Should you feel unwell during your stay with any of the common Coronavirus symptoms (ie fever, persistent cough, loss of taste or smell) then you must notify us immediately. Consistent with Government guidance, you will be asked to register using our postcode for a test immediately (available one mile away) and where possible check out immediately in order to self-isolate at your home address whilst you await your results. Should your symptoms become worse you should seek medical advice. Where travel is not possible, you will be liable for all costs incurred by us and extra nights and/or services provided. This may include re-housing guests who were due to occupy your bedroom. You will not be able to leave your bedroom unless you receive a negative test result and should await further medical and Government advice.

Where possible on good weather days whilst we are in the office, the front door will be left open for better ventilation.

Where conversing with guests is only possible closer than 1m, we will wear a face covering and would kindly request you do too (you will need to provide your own).

We have a contactless door entry system on the front door and would request you push the door open with your elbow once you've unlocked it with your key fob.

Should you use our common areas, including the smoking area on the terrace, please remain at least 1m from other guests.

Fire doors in the corridors are held open on auto-release magnets so there are no doors to open apart from your own bedroom door. On hearing the fire alarm, please evacuate as normal and keep at least a 1m distance from other guests where possible and whilst standing outside on the car park.

The honesty bar in the Drawing Room has been reinstated. Please only touch what you plan to purchase.

From reopening 17<sup>th</sup> May 2021, we will take a temperature check (a fever is above 37.8°C) and a Covid-19 lateral flow test twice a week and report the test results to the NHS. We have both received our first Covid-19 vaccinations at the start of April.

After receiving deliveries, we wash our hands after touching them. We limit trips away from the business and limit our contact with non-guests, always remaining at least a 1m distance.

Should we find coronavirus on site, or one of us as owners are tested positive or need to self-isolate, we may need to cancel your booking at short notice. Where this happens, we will offer a full refund of any deposit, or alternate dates for re-booking.

Whilst out and about during your stay, please maintain social distancing and wear a face covering where applicable. Please note, if you take a taxi, some have screens up, but they will still ask you to wear a face covering. We can supply you with a face mask if you forget to bring your own.

Not all attractions and places to visit will be operating as normal. Some may require pre-booked tickets online only. We suggest you check each individual site's social media or website for further information.

### Safe, Clean and Legal

In June 2020, we were proud to announce that we were one of the first businesses in the country to have been awarded the "Safe Clean and Legal" certification from Quality in Tourism following a thorough on-site inspection which has been updated to include COVID-19 cleaning protocols. (You may have seen us on the national ITV News!) This gives our guests the confidence that our COVID-19 Secure Policy has been scrutinised and approved by experts. In addition, Visit England have assessed us as "Good to Go", The AA accredited us as "COVID-19 Confident" and we have met the guidelines set out by the World Travel & Tourism Council for their "Safe Travels" accreditation.

**The above represents a sample of the new health and safety measures being implemented at The 25. This list is not intended to be exhaustive, but to offer an overview of how we are working to safeguard the health and wellbeing of our guests and ourselves. All standards will be reviewed and re-evaluated regularly to ensure relevance and maximum efficiency, and are subject to change based on the guidance of the WHO, local health and government authorities.**

**Should you require any help or have any questions before your stay, do please email us on [stay@the25.uk](mailto:stay@the25.uk) or call us on 01803 297517.**