



## **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, and with extra cleaning, along with reducing the available bedrooms by 30%. Some things have had to be changed like our buffet at breakfast time is now behind the scenes and we can't clean your room daily. If you're happy with our policy then great, but if you'd prefer to wait and stay later or next year then we'll happily move your booking for you.**

We are now proud to have been accredited by [Quality in Tourism](#) and [Visit England](#):



The world is a very different place since the Coronavirus pandemic and so we wanted 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.

To ensure social distancing within The 25, we are currently reducing our available bedrooms by 30% where possible. Although this will limit our turnover, along with the increased work and cost of running as per the below, we feel it's the right thing to do.

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 always been sourced from the same company and they also supply the NHS so you're safe in the knowledge that they do the job and are medical grade. We have no staff so 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 for each of the fourteen 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 also certified us as "Good to Go".

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 risk assessment. This policy is based on current Government guidance for hospitality businesses. As their advice changes, we will 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 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 anyone in your party is showing any of the common symptoms of Coronavirus (ie fever, persistent cough, loss of taste or smell). 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.

If a track and trace app is available at the time of your stay, please download it to your phone before you set out for your journey.



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 praise 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 en-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.

### 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 pre-open the door so you can push it open yourselves with your elbow.

If you do arrive at the same time as another guest, please wait in the car until they have moved to allow 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 38°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 return immediately home and self-isolate as per the current Government guidance. We will rearrange your stay for a future date at no extra cost.

Hand sanitiser is available next to the front door which we encourage you to use whenever you enter the building.



All documentation is usually completed on line before your arrival date so there should be nothing to complete or sign. We will remain in the reception office where possible, maintaining social distance. Your key will be placed on the reception shelf which 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 to familiarise you with the room. For your protection this has been printed just for you and will be sent for recycling on your departure.

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.

Whilst we do not require you to wear a face covering whilst at The 25 as long as you try to remain 2m away from us and other guests, you are welcome to wear one if you prefer.

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. We will stagger breakfast if possible to minimise guests meeting on route to the breakfast room.

#### Your bedroom

A welcome letter on the bed will explain our room servicing policy and remind you of the most important aspects of our COVID-19 Secure Policy.

The TV remote control will be placed inside a new sealed plastic bag so that we can dispose of the bag and replace for the next guest. The air conditioning and TV can be controlled via Alexa if you prefer.

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!

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

The decorative cushions and runner will be removed from bedrooms to make cleaning and sanitising easier. All the white linen and towels in your room, as well as the breakfast napkins are commercially laundered at high temperatures using strong cleaning chemicals.

We have removed our "In case you forgot" box and bathroom amenities box. Should you need anything like cotton buds or pads, a toothbrush or comb please ask us. We will leave a list of available items in each room.

Our tea tray offering will be simplified greatly to minimise the number of items you may have touched. All items will still be available but on request. Dirty crockery should be left out for us daily.

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 regret that we can't clean your room daily if you are staying with us for four nights or less. On the fifth day, you will be offered room cleaning but this is up to you. We will however provide you with a consumables order form and provide you with anything you require on a daily basis (eg toilet rolls, fresh milk, your daily treat, tea bags, coffee pods).

We ask that you empty your own bin, placing sealed bags of rubbish outside your door for collection along with any dirty crockery before you go out for the day. You will find clean bin bags underneath the old one. We will leave your requested items outside the door whilst you are out. Your fresh milk will be handed to you at breakfast.

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.

Where possible a minimum gap of 24 hours will be left before we clean a vacated bedroom between guests and ideally at least 28 hours before a new guest checks in. Appropriate PPE (personal protective equipment) including a face mask, plastic apron and nitrile gloves will be used to clean a room 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 only four of our six dining tables in use to maintain social distancing of at least 1m.

We may request an approximate breakfast time slot from you and stagger guests in our dining room, extending the breakfast window if necessary. We will also offer a simplified breakfast option which you can have brought to your room during a requested time slot (for bedrooms with a table and chairs).

If we arrange a delivery to your bedroom, we will knock your door and leave the tray on a stand next to the door with your tray on. There is a door stop next to your door to secure it open whilst you bring the tray in. Please leave the dirty tray in your room to be collected later.

Our wonderful breakfast buffet on the sideboard will unfortunately not be on display, but the items available will be listed for you so that we can serve you anything you require from the kitchen.



Menus will be printed on paper for single use. Salt, pepper and sugar will now be available via disposable sachets. Jams and butter will be available on request rather than on your table.

Andy will take your order standing at a minimum 1m distance. Plates of food will be delivered to an empty table for you to collect. Dirty crockery can be placed here for Andy to take away.

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 unavailable.

#### Evening meals

We have temporarily lifted our restriction on takeaway food and will allow takeaways in bedrooms (except Goodrington and Oddicombe) if you have difficulty finding a table in a local restaurant. The dining room will be available for Goodrington and Oddicombe guests.

A sealed bag of disposable cutlery and plates will be supplied in reception. 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. This can be left outside your room the next day with your other rubbish or put in the bins on the car park.

A list of open restaurants can be found [here](#). This list may not include all open places to eat and we suggest you check each individual place's website or social media for further information. 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 and their numbers of tables.

#### 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.

Where possible we would ask that you pay your invoice balance by bank transfer before check out. If you need to use the credit card machine, it will be inside a plastic bag to enable us to dispose of the bag after use. Where possible contactless is preferable. We regret we will be unable to accept cash at this time.



Your key can be placed in the box in reception so that we can sanitise before the next guest. Depending on the number of guests checking out that day we may request check out times be staggered.

### 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 check out immediately in order to self-isolate at your home address. 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.

80% alcohol hand sanitiser will be available in reception, as will disinfectant wipes to allow you to clean your hands as you enter the building and open the front door using a wipe so you don't need to touch the handle. Where possible on nice days when we are in the office, the door will be held open.

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 open the door 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 throughout the building are held open on auto-release magnets so there are no doors to open apart from your own bedroom door which is also contactless for entry and can be pushed open without touching the door handle. 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 will be unavailable for the moment, but we're happy to serve you a drink should you require one. Please ring the bell on reception. Please use the hand sanitiser before ringing the bell.

We will keep temperature records of our guests and ourselves. We will temperature check ourselves on a daily basis. A fever is above 38°C.



All deliveries are sanitised on arrival and we also wash our hands after touching. 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, a full refund or alternate dates will be offered.

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

A list of open attractions can be found [here](#). This list may not include all open places to visit and 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 had 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. 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 above represents a sample of the new health and safety measures being implemented at The 25. This list is not intended to be all-inclusive, 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.**