

Budock Vean Hotel

# COVID-19 Keeping Members Safe Handbook – Post 19th July 2021

Martin Barlow 19/7/2021

# Budock Vean Hotel - COVID-19 Keeping Members Safe Guidelines Post July 19<sup>th</sup> 2021

## 1. Overview

The purpose of the Members' Guidelines is to inform all our member of how we are responding to the challenges that continue to be posed by COVID-19, post the lifting of restrictions on July 19<sup>th</sup> 2021.

We want all our members to have well defined expectations of what their experience is going to be like before they arrive to enjoy our facilities. The only surprises should be the delightful ones. There should be no surprises when you come to our hotel in relation to COVID-19.

Since the very beginning of the pandemic our number one priority has been the safety of our members, guests, our team and our wider community.

As we approach Monday's 'Freedom Day' and all that brings with it, we have spent time, as a team, working out the next best steps for everyone at Budock Vean. Our goal, as ever, is to remain open and ensure people can enjoy lovely leisure experiences with us.

However, you will likely have read about the significant rise in infection rates, especially locally, not expected to peak until mid-August, operational challenges caused by staff having to isolate and general problems with staffing levels in hospitality. In addition, not all of our team members have had the chance to have their jabs yet due to their age or circumstances. There are therefore a significant number of staff who will not be double-vaccinated until mid to late September. These challenges mean we will be taking a cautious approach on Monday and keeping some of our measures in place.

We will be encouraging everyone to continue to wear masks in indoor public spaces and, although we will be allowing larger groups, we will ask people to observe social distancing as far as they possibly can. Booking processes will remain in place for all activities, including golf, tennis and swimming, so we can keep an eye on numbers and our trolley service in the restaurant will remain in place. Trolley service may well appear unnecessary to some, but it has already proven its worth this summer, when it was the difference between us staying open and having to close temporarily.

Of course, we ask that if you have any symptoms, have tested positive or have had contact with a case, that you delay your visit to us. If that happens, please email us at [reservations@budockvean.co.uk](mailto:reservations@budockvean.co.uk) or call 01326 250288 or for golf bookings, please contact the golf team direct on 01326 252102.

We'll review everything again on the 16<sup>th</sup> August. In the meantime, we ask everyone to help us to provide the very best leisure experience we can by continuing to be considerate and respectful to other members, guests and to our staff.

We remain focused on looking after your every need and will remain committed to looking after the health and well-being of all our staff, members and guests.

## 2. Booking Meals and Drinks in the Golf Bar and Hotel and Members Accounts

In addition to the existing requirement for you to pre-book all your tee-times, tennis courts and pool sessions, we do also require members to pre-book any food they wish to come and enjoy at the hotel, whether that is during the daytime in the golf bar or for dinner in the hotel restaurant.

Members do all need to be aware that there will continue to be a limit to the number of members who we can safely cater for within the golf bar area and so we will continue to have to set limits by using a booking system.

We are sorry, but we are unable to accept any cash or cheques in the golf bar and shop at this present time; only payment to your amember account or by credit and debit card will be accepted; ideally by contactless payment.

- All meals (bar lunches, afternoon teas and dinner in the restaurant) will need to be booked to allow us to continue to spread out numbers and help us to maintain social distancing.
- Members will be invited to pre-book meal times by calling the Golf Shop for any daytime meals in the golf bar and the hotel reception for any meals in the hotel, such as dinner, for example.
- Members are kindly asked to ensure that they arrive in the golf bar at the booked time for daytime meals. Members should enter via the external door entrance into the golf bar.
- We would like to make members aware that we will be using the golf bar and the adjacent seating area. The other sections of the function suite continue to be used as an extension to the hotel dining room.
- Drinks, bar lunches and afternoon teas will be served in the golf bar and the adjoining room and when the weather allows, outside by the putting green.

### **Member's Accounts and the Credit Supplement**

Any member who does not have a member's account may register to have one, by contacting the golf shop and by paying the credit supplement, which will be credited to your account once it is set up. The full annual credit supplement fee is £120 per member.

### **3. Reduced Capacity and No Walk-Ins**

#### **Reduced Capacity and No Walk-Ins**

Whereas we will be operating at 100% occupancy for our 7 self-catering units, we have self-imposed an occupancy limit of 85% for the hotel bedrooms.

The hotel is only open to hotel and self-catering guests, members and other visitors with a pre-confirmed booking. As a general rule, we will not be accepting any "walk-in" visitors, although we will endeavour to fit them in as best we can, where there is availability. This is in order to ensure that all our guests and members have all the access they want to our wonderful facilities.

We will continue to monitor these measures on a weekly basis to determine whether they should remain in place or whether, as restrictions continue to be loosened, we can increase maximum occupancy and allow other visitors to come in and enjoy the hotel.

### **4. Our Employees, Training and PPE**

#### **How are we Monitoring the Health and Well-Being of our Staff?**

- Every day, our senior staff and heads of department will carry out a short health and well-being check with all our staff.
- Staff will be asked about how they are feeling, both physically and mentally, and whether they are experiencing any symptoms of coronavirus, however mild, and whether anyone they live with is showing any symptoms.
- Our staff are all encouraged to take lateral flow tests twice a week.
- All our staff know that they need to be honest and open about how they are feeling and report any potential symptoms immediately they sense anything.
- If we have any doubts about the wellbeing of a member of staff, we will ask them to return home and call NHS111 and follow their advice, which may result in the member of staff being instructed to go and get a test.

#### **What is Our PPE Policy?**

#### **Guests and Members**

All members, guests and visitors to the hotel, with a few exceptions noted below, are encouraged to continue to wear face masks in all indoor public areas of the hotel at all times, with the exception of when guests sit down to eat

and drink. This does not apply to children under 11 or those with a medical or other government recognised exemption.

We would draw particular attention to our corridors and stairwells, which are quite narrow in places. We do also kindly request that our visitors, members and guests wear face masks when having spa treatments.

## **Staff**

We will encourage all our staff to continue to wear face masks and in some situations some staff will also continue to wear gloves.

### **How Have We Prepared and Trained Our Staff?**

We have been training our staff to communicate a calm, consistent and clear message to all our guests and visitors about what we are doing to minimise risk. All our staff are thoroughly briefed on our message and thoroughly well trained on all procedures. As part of the training we have been careful to ensure that:

- All staff understand the risks and understand the remaining legal requirements laid out in government guidance. They know and understand the routes of transmission and how best to protect themselves and others. They have been shown the importance of hand washing/sanitising and regular cleaning and surface disinfection.
- All our staff are encouraged to continue to keep a reasonable social distance from guests, other staff and any other visitors to the hotel when working whenever possible.
- All our staff are being encouraged to get themselves vaccinated.
- All our staff are encouraged to self-test using lateral flow test kits provided by the hotel not less than twice a week.
- All our staff are fully aware that they must not come to work if they start to show any of the symptoms and they are clear on what the symptoms are. They have been made aware they need to call NHS 111 and will need to get tested. They are aware of the Stay-at-Home guidance.
- All our staff are fully aware of all the steps being taken to protect them and our guests, whilst they are at work.
- We have carried out a survey of our staff. We know which staff are vulnerable or who live with vulnerable family members, so we can take steps to ensure they are protected.
- We have documented all our processes and procedures and we have trained all staff on what to do to keep themselves and the guests safe.
- We have produced helpful posters to put up around all areas of the hotel to remind staff about what to do.
- All our staff are being issued with the required PPE plus personal bottles of hand sanitisers to carry round in their pockets.
- We have ensured that we have created robust and open channels of communication within departments and across the hotel, so staff can easily raise issues, concerns and questions and receive support and resolution as quickly as possible.

## **5. Enhanced Cleaning Regimes**

### **Cleaning and Disinfecting All Areas of the Hotel – Our Two Stage Plus Approach**

We have built upon our excellent record for cleanliness and hygiene and enhanced our cleaning and sanitizing regimes. We will continue to make the following commitment to all our guests:

- All areas of the hotel, including all guest accommodation, all public areas and all work-spaces will be thoroughly cleaned and disinfected regularly.
- All guest accommodation, once cleaned and disinfected, will be sealed to ensure the guest accommodation cannot be accessed or contaminated prior to guests' arrivals.
- Whilst cleaning all areas and rooms, we will open as many windows and doors as possible, for as long as possible and as the weather allows, to ventilate all areas of the hotel as much as possible.

- We will target high-touch surfaces and areas such as table surfaces, taps, toilet, bathroom counter and switches.
- Our Two-Stage Plus process dictates that, first of all, we clean all surfaces and remove any contaminant, dust or debris by wiping them with hot soapy water or a detergent cleaning spray.
- Stage Two demands the use of high-powered, surface-appropriate disinfectant to destroy any bacteria or virus, including coronavirus.
- Our disinfectant is a structured aqueous ozone product called Tersano SAO. Please refer to the specific section about Tersano, which provides with more detail about what it is and how it works.
- After we have completed the thorough Two-Stage cleaning and disinfecting process, we will then apply the third stage; the “Plus” bit. At the very end, after everything else in the guest bedroom is complete and it has been checked and approved, we will spray the room with Tersano SAO, using our brand new Ultra Low Volume sprayer.
- All our laundry and bedding will be washed at high temperatures with the use of qualified detergents, either in our own laundry or by our local laundry company.
- If we have any evidence that any accommodation has been occupied by anyone showing symptoms of COVID-19, once that accommodation has been vacated, we will immediately lock that accommodation for a minimum of 72 hours, prior to then re-opening, cleaning and disinfecting it.
- We will clean all our public areas at least twice a day and all our public toilets at least 3 times a day.

### **Disinfectant - Tersano SAO**

- We have installed a new disinfectant called Tersano SAO, a stabilised ozone-based product, proven to kill enveloped coronaviruses just like COVID-19.
- It is water based, making it safe and environmentally friendly and it will be discharged by re-useable spray bottles.
- It will be used as the disinfectant in stage two of all our Two-Stage cleaning throughout the hotel and for the additional spraying phase.
- We will be producing the disinfectant on site at the hotel using the Tersano SAO generator.
- If you would like to find out more, please use the following link to the Tersano website, where you will find a short video describing how it is produced: <https://www.tersano.com/>

## **6. Plentiful Hand Sanitisers**

### **Hand washing and/or Hand Sanitising**

- We would like to encourage all our members, guests and all our staff to please continue to thoroughly wash their hands or hand sanitise when leaving home and then when arriving at the hotel and to continue to do so at regular intervals throughout every day of their stay.
- There are about 130 wall-mounted hand-sanitiser dispensers located in all areas of the hotel, all of which carry a notice reminding everyone to please hand sanitise. They dispense a 70% alcohol gel.
- We have ensured that soap and disposable paper hand towels are readily available in all our public toilets, along with pedestal bins with lids, in which to dispose of the used paper hand towels and any tissues.
- We have further ensured that all staff have access to soap and hot water, along with disposable paper towels and if not, all staff have access to hand sanitiser gel either from wall-mounted dispensers or from pump action bottles.

## **7. Social Distancing and Management of Public Areas**

### **Social Distancing**

We welcome the removal of restrictions on the number of people able to meet and have meals together both indoors and outdoors.

We will though encourage all our members, guests and staff to please continue to maintain a reasonable social distance at all times and in all areas inside the hotel.

### **Can I Use the Lift?**

Although the lift will be operating, we encourage as many of our guests as possible to take the more active option and use the stairs. The lift is a confined space, so we encourage you to wear a mask when using the lift and limit usage to one person or household at a time.

## **8. Food and Drink**

### **Drinks, Lunch and Afternoon Tea in the Golf Bar and Out by the Putting Green**

We will be offering the usual range of tasty meals and delicious cream teas from the Cocktail Bar and Golf Bar during the day and evening, albeit, temporarily, we will be continuing to provide service in a different way to ensure we maintain social distancing.

Members do all need to be aware that there will continue to be a limit to the number of members who we can safely cater for within the golf bar area and so we will have to continue to set limits by using a booking system.

- All meals (bar lunches, afternoon teas and dinner in the restaurant) will need to be booked to help us manage numbers and maintain social distancing.
- Members will be invited to pre-book meal times by calling the Golf Shop for any daytime meals in the golf bar and the hotel reception for any meals in the hotel, such as dinner, for example.
- We will encourage members to sit outdoors by the putting green as much as possible, weather permitting.
- All our seating both indoors and out will continue to all be nicely spaced out to give everyone as much room as possible.
- We will continue to operate table service, which is in any case, our normal 4-star service standard from before the pandemic. Please take a seat and one of our team will take your order at the table and we will serve food and drink to your table. Our staff will be happy to explain how it will all work.
- Your food will be brought as close to you as we can, but we will continue to make every effort to ensure we maintain at least the 1 metre distance when serving indoors. Where we physically can, we will bring your food to your table by service trolley and ask you to pick up your plated food from the trolley.
- For food served outdoors, we will bring the food as close to your table as we can, but you may be asked to come and collect your food from a “drop” table, located close to your table.
- Our serving staff will continue to wear face masks when serving food and drinks.
- You will find wall-mounted hand sanitiser dispensers in all internal rooms and in the golf bar and shop.
- We are sorry to say that we cannot accept any payments by cash or cheques; all payments can be either posted to your member account or be paid by credit or debit card; contactless as much as possible, within allowable limits, please.

### **Restaurant Service for Breakfast and Dinner**

- As with all meals at this time, you will be required to make a booking for breakfast and dinner, so that we can manage the number of guests in the restaurant at any one time.
- The Restaurant seating will continue to be nicely spaced out. In addition, we will continue to use two sections of our newly refurbished events space to ensure we can spread our tables out and provide sufficient seating.
- All our food service staff will continue to wear masks and may also wear gloves.
- You will be able to access all menus and our extensive wine list via the new guest app, Vamoos. Alternatively, we will show menus on a large screen or board and we will also provide some laminated menus, which will be wiped down after each time they are handled.
- We will serve all plated food to your table by service trolley, so that we can continue to maintain a good social distance. We will invite you to pick up your plated food from the trolley. We are sorry that, for the time being, we are unable to serve our plated food, as we normally do, right to your place setting with you sat at the table.

We know that some may consider that this is now unnecessary. However, we know that this procedure has been the key difference between the hotel remaining open in recent weeks and it having to close temporarily. In the context of rising infections and the almost constant operational challenges being presented by the self-isolation rules and the Track and Trace system, we feel it absolutely necessary to maintain the minimum 1-metre social distance between members, guests and staff for the time being.

## **9. Enjoying the Facilities of Budock Veian Safely**

### **Golf Course and Tennis Courts**

Our golf course and tennis courts are open and operating safely without incident. It will continue to be the case that members can only play if they have pre-booked a court or tee-off time.

### **Golf Shop**

The golf shop is open and ready to help you with any golf or tennis related questions. As our golf shop is small, we kindly ask you to ensure that only one person or a couple or members of the same household enter at any one time. We encourage you please to continue to wear a face mask whilst in the golf shop.

### **Swimming Pool, Hot Tub and Sauna**

The pool, hot tub and sauna are open. These facilities can only be used if you have made a prior booking. Please call the hotel reception to make a booking. We kindly ask all our guests to please refer to our Safe User Guide for the pool, hot tub and sauna. You can gain access to this guide via our website or via our guest communication app, Vamoos, or please contact the hotel reception and ask them to email you a copy.

### **The Natural Health Spa**

The Natural Health Spa is open, offering a range of treatments such as massages, facials, manicures and pedicures. All our spa visitors will be provided with our new guide for keeping our spa guests safe when they book and this will also be available via our website.

### **Foreshore, Kayaking, Stand-Up Paddle Boarding and Boat Trips**

- We invite you to explore our grounds and venture down to our private foreshore from where you can go kayaking, hire a SUP or take a boat trip on the Hannah Molly (please note these activities do not operate all year round).
- Tom and Hetty, who operate the boat trips, SUPs and kayaking adventures have produced safe operating procedures.
- You can pre-book your trip by calling reception or by using our guest app to contact Koru Kayaking or Helford River Cruises direct.
- Down at our peaceful foreshore you will also find our sun lounge, which provides a lovely spot to relax with a good book. The foreshore also has its own toilet.