

Budock Vean Hotel

# COVID-19 Guest Safe Stay Guide Post July 19th 2021

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# Budock Vean Hotel - COVID-19 Safe Stay Guidelines Post July 19<sup>th</sup> 2021 – What Guest Experience am I Going to Have?

## 1. Overview

The purpose of the Safe Stay Guidelines is to inform all our guests, and potential guests, 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 guests to have well defined expectations of what their experience is going to be like before they book and before they arrive. 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 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 a lovely holiday with us.

However, you will likely have read about the significant rise in infection rates, 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 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.

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 holiday experience we can by continuing to be considerate and respectful to other 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 and guests.

## 2. Bookings, Arrivals and Cancellations

### Before You Arrive

#### Once You Have Booked

- We will send you confirmation of your booking and invite you to download our new, free guest communications app called Vamoos, which contains everything you need to know about staying at Budock Vean and about all the measures we have taken to ensure your stay is enjoyable, memorable and safe. It also contains everything you need to know in order to pre-plan and book all your favourite activities and visitor attractions. Please assume that you will have to pre-book in order to gain entry into local visitor attractions.
- From Vamoos, you will also be able to link to our remote Check-In Check-Out app or link here <https://guestservices.dbsoft-booking.co.uk/CHKBeta4/budockvean>

- If you are unable to access Vamoos, we will email you a copy of this document, so you can learn everything you need to know before you travel.

### **In the Week Before Your Arrival**

- We will contact you a few days before you are due to arrive to make sure you have all the information you need. This conversation will also give you a chance to ask any last-minute questions of us and will allow us to carry out a brief “health check” with you, to confirm that you and all the members of your party are well, free of any symptoms and safe to travel. We will recommend that everyone in your party takes a lateral flow test on the morning of travel before you leave home. If anyone does test positive, everyone in the household would be required to organise a PCR test and isolate whilst awaiting the result.
- We will remind you to check-in remotely, if you have not done so already, and to make advanced bookings for activities in the hotel, as well as for local attractions.

### **Nearing the End of Your Journey and Arrival at Reception**

- All guests are kindly asked to call us on 01326 250288 when they are approximately 15 minutes away from arriving at Budock Vean, so we can make sure we are ready for your arrival.
- Hotel rooms will be ready for you to occupy from 4.30pm and you are required to vacate your room by 10.30am on the morning of departure.
- Self-catering lodges, cottages and holiday homes will be available from 5pm and you are required to depart by 9.30am at the latest.
- The hotel reserves the right to charge a fee of up to 50% of the daily rate for any late departures.

### **Check-In**

- If you have already checked-in using the app prior to arrival, all we will need to do is come and collect your key from reception, which will also give us the opportunity to welcome you to Budock Vean.
- For any guests who have been unable to use the check-in app, our reception staff will complete the registration card for you and sign on your behalf.
- Hotel guests will be offered porter assistance as usual, but your bags will be left outside your room.
- Please be aware that all extras and any items purchased during your stay will be added to your room account to avoid other transactions.
- Please also be aware that unfortunately we will not be able to take payment by cheque or cash.

### **Will My Accommodation Be Different?**

Upon arrival in your guest accommodation, you will find a wall-mounted hand sanitiser dispenser near the entry door. Otherwise, your accommodation will be as it normally is.

### **Booking Meal Times**

- All meals (breakfast, bar lunch, afternoon teas, evening bar meals and dinner in the restaurant) will need to be booked to help us manage numbers and to maintain social distancing as much as we can.
- Guests are not currently able to book meal times in advance of arrival, but are kindly asked to book these on arrival either at reception or by calling reception from your room.
- Guests are kindly asked to ensure that they arrive in the dining room at the booked time; not before and not later please. This is to enable us to ensure that guests do not endure unnecessary waiting times for food service.
- In the case of dinner, we hope guests will come down to the bar in plenty of time before their booked time in order to enjoy a pre-dinner drink. Please do leave plenty of time for this.
- In order to provide plenty of space for eating, we will be using a number of different spaces to ensure all our tables are nicely spaced out.
- Breakfast and dinner will be served in the newly refurbished main dining room and events space. Bar lunches,

afternoon teas and evening bar meals will be served in the cocktail bar, conservatory and in the Helford Lounge and, when the weather allows, out on our large, sunny terrace.

### Booking Activities

We encourage all our guests to communicate with us by telephone or at reception and to book early to ensure you get the access you want to your favourite activities. You will be required to pre-book all activities and facilities before you can use them, including:

- Golf tee-off times
- Tennis courts
- Snooker room
- Kayaking trips
- Boat trips
- Swimming pool, hot tub and sauna
- Spa treatments

### Room Service

The luggage rack from your room has been placed in the corridor outside, and will now act as your personal “drop” table for anything that you request.

- We provide 24-hour room service, including for food and drink.
- If there is anything you need, from fresh towels to more tea bags, from breakfast in bed to dinner for two, from stamps and postcards to a bottle of Champagne to help your celebrations, all you need do is call reception and order it.
- When we bring your order, we will knock on your door to let you know it has arrived.
- You are invited to come out of your room and collect the items or the tray of food. The member of staff who brought you your order will stand-by at the required social distance just to check you have everything you need and you will be asked to return the tray with empty plates and glasses back outside once you have finished. Please call reception and we will come and collect it.
- We have suspended our usual room service charge for serving of food and drinks to your room.

### Our Cancellation Policy

- Now that the Government has made it lawful for us to re-open, we will no longer be required to cancel anyone’s booking, other than in exceptional circumstances, for example, if a local lockdown was imposed. We are therefore reverting to our standard cancellation policy. What this means is that we reserve the right to rest on those terms and conditions if necessary.
- However, in the event any guest decides to cancel for whatever reason, in the first instance, we will not look to take any cancellation fee on the booking, but we will talk to you and look to postpone your booking and move it to a date in 2021, and we will hold on to your deposit and put it towards the rearranged booking.
- Please note our policy with regard to group bookings. If a group of people make a booking, involving people from different households staying in different rooms, a situation may arise where one of the people from one household decides, for whatever reason, not to travel. This may make other members of the group feel they also do not want to travel. In such an event, if the other members of the party remain well and yet still decide not to travel, they should not expect any refund of their booking.

### Check-Out

Our new check-out procedures are designed to minimise the time you need to spend at the reception desk, if any at all, and allow you to check-out remotely whenever possible.

You will be invited to check-out using our new guest app, which will allow you to see your room account and pay via a secure credit card payment facility or you can link here <https://guestservices.dbsoft-booking.co.uk/CHKBeta4/budockvean>. This can all be done without visiting reception and from the comfort of your hotel bedroom. You can, of course, call reception should you have any queries.

- For all guests who have successfully paid and checked-out remotely, we kindly ask that you make a brief visit to reception to confirm that you are leaving the hotel, as we are required to keep a record of your departure time.
- For guests who are unable to use the app, we can provide paper copies, or we can email copies of bills, receipts and letters for re-bookings to your email address, so you can view on-line without the app. These guests can still pay remotely by credit card over the phone from their bedroom before departing. Alternatively, you can come and do all this at reception.
- You can still take advantage of our 'pay in advance' discount for your next booking. If you have enjoyed your stay and want to book again before departure and take advantage of our very best discount, we are happy to do this over the phone. Please call reception from your bedroom prior to departure or message us via the app. To make this easier, we are also willing to provide up to a maximum of 5 days for guests to pay in advance from home; but only in exceptional circumstances. Please do ask reception about this.
- Porter assistance is available to departing guests. Please do call reception to request a porter.
- We kindly ask all guests to open the windows of their accommodation as much as the weather allows, both during their stay and when they depart, in order to ventilate the room.

### **3. 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 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 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/>

#### **Will My Guest Bedroom be Serviced During My Stay?**

- We must apologise but, for the time being, we will only be able to clean or service occupied guest hotel bedrooms after 3 nights of the guests' stay, other than in exceptional circumstances.
- This does not mean, however, that we will not provide all the things you may need for your room. If there is anything you need, from fresh towels to more tea bags, from breakfast in bed to dinner for two, from stamps and postcards to a bottle of Champagne to help your celebrations, all you need do is call reception and order it. Please refer to the section about Room Service.
- In the case of self-catering accommodation, we normally offer the option of guests paying for us to carry-out a mid-week clean, but we are sorry to say that this is not available at the moment.

## **6. Plentiful Hand Sanitisers**

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

- We would like to encourage all our guests and all our staff to please 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 guests and staff to please continue to maintain a reasonable social distance at all times and in all areas within 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**

### **Lunch, Afternoon Tea and Evening Meals in the Cocktail Bar, Golf Bar, Conservatory, Lounges and on the Terrace**

We will be offering the usual range of tasty meals and delicious cream teas from the Cocktail 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:

- We will encourage guests to sit outdoors on our big terrace 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.
- You will be able to access all menus 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 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. 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.
- Our serving staff will continue to wear face masks when serving food and drinks.
- We are sorry to say that we cannot accept any payments at the bars by cash or cheques; all payments can be either posted to your guest room account or be paid by credit or debit card; contactless as much as possible, within allowable limits.

### **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 be using 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 guests and staff for the time being.

### **Full-Service Breakfast Buffet**

- All the cold breakfast items will be provided via our new full-service buffet. The cold-buffet will still be in the restaurant as usual, where we will have our usual covered display of all our wonderful local produce, but guests will no longer be invited to come and serve themselves, as that would mean too many guests touching too many things, as well as getting too close to each other.
- Instead, we will bring the plated cold breakfast foods to you by trolley service, along with all the cooked orders and tea/coffee and toast.

## **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 guests and members can only play if they have pre-booked a court or a 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.

### **The Gardens and Grounds, Wooded Valley Garden and Foreshore**

We are blessed, particularly at this time, by having 65 acres of stunning grounds and a golf course, as well as lots of great facilities.

In addition, you can connect directly to the coastal footpath from our grounds and enjoy the magnificent views of the Helford River from the magical network of local footpaths, details of which you can get from our reception team or from our new guest app, Vamoos.

Even in the height of summer, our area still enjoys an undiscovered quality, and you can find hidden beaches and coves, which can remain sparsely populated.

### **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.