

Budock Vean Hotel

Keeping Members Safe Handbook

Martin Barlow 12/2/2022

Budock Vean Hotel - Keeping Members Safe Guidelines

1. Overview

Our guidelines were introduced to inform all our members and guests, about how we planned to respond to the challenges that have been and continue to be posed by COVID-19.

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.

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.

We continue to spend 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 excellent leisure experiences with us. As government regulations change and restrictions are removed, we are eager to ease our own COVID restrictions in a measured way. We want all our members to know that it is our intention to remove most, if not all, of our measures from 12th February 2022. We will, of course, ensure we follow any changes in government guidelines.

We encourage everyone to continue to wear masks in indoor public spaces and we will ask people to observe social distancing as far as they possibly can. Booking processes will remain in place for most activities, excluding swimming, so we can keep an eye on numbers.

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 or call 01326 250288, or for golf bookings, please contact the golf team direct on 01326 252102.

We continue to review everything on a monthly basis. 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 and tennis courts, we do also require members to continue to pre-book any food you 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.

In the golf bar and shop our preferred methods of payment continue to be either direct to your member account or by credit and debit cards.

- All meals (bar lunches and evening meals and dinner in the restaurant) will still need to be booked in advance.
- 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.
- 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. 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 take a lateral flow test and return home and isolate if necessary, following the current government guidelines.

What is Our Policy Regarding Mask Wearing?

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 guests wear face masks when having spa treatments.

Staff

Our staff are also encouraged to continue to wear face masks.

4. 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 members and guests:

- All areas of the hotel, including all members areas and 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/>

5. 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.

6. Social Distancing and Management of Public Areas

Social Distancing

We encourage all members, guests, visitors and staff to please continue to maintain a reasonable social distance at all times and in all areas within the hotel, as far as they possibly can.

7. Food and Drink

Drinks, Lunch and Afternoon Tea in the Golf Bar and Out by the Putting Green and Restaurant Service for Breakfast and Dinner

Breakfast and dinner are served in our main restaurant and we will be offering the usual range of tasty meals and delicious cream teas from the Golf Bar and Cocktail Bar during the day and evening.

- All meals (bar lunches and evening meals, as well as dinner in the restaurant) will still need to be pre-booked.
- 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.

- Our serving staff will be encouraged to continue to wear face masks when serving food and drinks.

8. Enjoying the Facilities of Budock Vean 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 encourage you 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 from 7am to 10pm daily.

Members and guests are no longer required to book swimming times.

One lane will remain in place for those who prefer a lane to swim in.

We are also retaining the two additional changing spaces for the time being. Hotel guests are recommended to change in their bedrooms.

We ask all users of these facilities to please read and adhere to the safety notices for use of the pool, sauna and the hot tub.

Any members and guests suffering from or showing symptoms of COVID-19 or who live with someone suffering from or showing symptoms of COVID-19 must self-isolate & stay away from the hotel and the swimming pool.

Members and guests who are vulnerable or who have underlying health issues are advised to heed government advice.

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 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 (all available from April)

- 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 and are due to re-open in April. Please do check with the hotel reception).
- 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.