

# Covid-19 Policy

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It's clear that the road back to normality will be littered with challenges and we're proud to be part of this resilient industry. Hospitality is adaptive which has always been the key to its survival as operating becomes ever more challenging. People love people and experiences, bars & restaurants hold memories that we hold dear in our lives and will continue to do in the future even with these temporary restrictions. Our thoughts are with anyone who is experiencing their own personal struggles, stay safe & well. Thank you for your continued support.

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In response to the global pandemic Flat Cap Hotels have created a Covid-19 policy not only to protect our people but our customers too. Please adhere to the current social distancing government guidelines whilst visiting us. We obviously want you to enjoy your experience with us however things have changed. We strive to enhance your visit more than ever; extra precautions have been implemented to ensure the quality of our fantastic product will still be of the highest standards. We want to protect you but in turn you have to protect us. Our fabulous spaces have been reimagined & we politely ask you to keep contact to a minimum.

Wall mounted Sanitising stations have been installed at all entrances/exits, guests are encouraged to use these at least every 20 minutes. Please be aware that all Flat Cap people will wear relevant PPE, making our environment as contactless and safe as possible. If you are experiencing any symptoms of Covid-19 please refrain from entering our premises.

*Please see below the important guidelines we have adopted for each department to safeguard our people and guests*

# Procedure for Hotel Residents

- a) Temperature checks will be carried out on our guests and our people upon arrival to the properties.
- b) Prior to arrival you will be emailed your registration card and arrival pack instructing on further contactless procedures, we operate on a cashless/contactless basis, pre-payment is obligatory.
- c) We have implemented an easy to follow contactless key card system via Justin App.
- d) We have a Covid-19 Room Cleaning Policy available upon request, which all our housekeeping department implement. This covers bedrooms, public areas, toilets and particularly door handles/pushes.
- e) Room rotation & rest periods form part of our meticulous cleaning schedule prior to your arrival.
- f) For hygiene reasons some amenities you may be used to or would expect have been removed from your bedrooms, if you require hand sanitiser at any point during your stay you're encouraged to contact reception.
- g) Reception staff will wear appropriate PPE and follow our personal hygiene standards, it is mandatory to sanitise hands every 20 minutes.
- h) All laundry is washed at 72 degrees, eliminating any possibility of viral transfer.
- i) Your room will not be serviced during your stay. If your stay exceeds 2 nights clean towels will be dropped off in red laundry bags by prior arrangement. Items requiring replacement are to be bagged and left outside your room.
- j) A drop box for manual key cards will be located outside the annex, eliminating contact as much as possible.
- k) Do not fear, if you do not want to visit our restaurant, we have a take-out/room service menu. You can find our menu and place an order directly from our website.
- l) Reception will automatically send invoices out to customers email upon departure.

## Restaurant & Bar

- a) Temperature checks will be carried out on guests and our people.
- b) Our kitchen follows a rigorous cleaning policy in line with the government guidelines.
- c) You will be greeted by our host, who will direct you safely to your allocated sanitised table.
- d) Front of House/Kitchen will follow our strict personal hygiene standards, it is mandatory for ALL our people to sanitise/wash hands every 20 minutes.
- e) Table rotation/ sanitisation will occur regularly throughout the day, we use a government approved viricidal spray.
- f) Menus will be disposable, to eliminate contamination.
- g) Table service will be minimal, with all items delivered to you once you are seated. Items you may be used to seeing on your table will be provided to you once your order is placed.
- h) We will be operating on a cashless basis to make our properties as safe as possible, card/contactless can be used.
- i) We have introduced our contactless ordering system which will allow you to place orders/payment, to minimise contact between our people and our guests.
- j) Toilet usage, we will have a designated Covid-19 eliminator on site, who will sanitise all areas and be your personal protector, they will also monitor toilet usage ensuring social distancing is adhered to.

## Meetings, Events & Weddings

- a) Contactless meeting check ins, your dedicated event coordinator will be in control of the door access.
- b) Showarounds will be virtual, using a digital platform (Teamwork & Zoom).
- c) Contactless contract signing.
- d) Final detailing to be done using a digital platform (Teamwork & Zoom).
- e) All events to be aligned with government guidelines (capacities, service & social distancing).
- f) All equipment is available upon request.
- g) Equipment to be disposable & sanitised upon request.
- h) All food and beverage offerings to be individually packaged where applicable.
- i) Food delivery will be as contactless as possible.