

# COVID-19 SAFETY PROCEDURES

Please note that these measures are provided as guidelines only, and we reserve the right to update on a daily basis without prior notice given the evolving nature of the pandemic.



## KEEP IT CLEAN

We clean and disinfect communal areas, along with high frequency touch points such as door handles and telephones, multiple times per day. After cleaning, we "mist" bedrooms with COVID-19-effective disinfectant using our new electro-static misting machine.

## ENSURE STAFF WELLNESS



All staff are temperature-checked upon arrival for their shifts. Any staff showing or reporting symptoms of COVID-19 will be asked not to come to work, and to self-isolate for the recommended time.

## HANDWASHING



Staff have been trained in NHS-approved hand-washing guidelines. Sanitiser is available in all public areas for the use of guests and staff.



## EQUIP OUR TEAM

All PPE, along with appropriate training for use and disposal, is available to any employee upon request.

## INCREASED SAFETY TRAINING



All employees have received comprehensive COVID-19 safety training based on official guidance from the government and WHO.



## SERVICE AS USUAL

You may notice a few changes here and there such as staff greeting you with a smile and a nod of the head rather than a handshake – but we are working hard to maintain our usual warm and friendly service!



## ENSURE CUSTOMER WELLNESS

If you feel at all unwell during your stay, please call reception from the phone in your room to let us know, and we will advise you on the next steps to take.

## PHYSICAL DISTANCING



We encourage all guests to maintain a 1-metre+ distance from other guests and staff. We have fitted protective screens in areas where this might prove difficult. Members of staff will also practice social distancing.



THE ROYAL CRESCENT  
HOTEL & SPA  
BATH

For more detailed information about our enhanced safety procedures, please visit our website: [www.royalcrescent.co.uk](http://www.royalcrescent.co.uk)