



## **Covid-19 Procedures & Measures**

Sandfield Guest House,  
19 London Road,  
Headington,  
Oxford OX3 7RE  
February 2023

### **Contents:**

- **Cleaning**
  - General
  - Public
  - Guest Rooms
- **Equipment & Signage**
- **Comms**
- **Check In/Out**
- **Miscellaneous**



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### Cleaning & Laundry

#### General

- Cleaning routine enhanced: public areas cleaned frequently & regularly, special attention to be paid to sanitising all touch areas.
- Appropriate PPE used during cleaning and during interaction with guests (to include disposable gloves, masks & aprons as appropriate)
- Where maintenance is required the room is sanitised after completion.
- Adopt a clean and then sanitise approach.
- Ensure all high level touch surfaces get thorough attention.
- Public areas regularly & frequently cleaned throughout the day.

#### Public

- Regular & frequent cleaning & sanitisation of the stairwell, bannister rails, light switches, doorbell, letter box, external door handles, door handles facing on to landing & all high-touch points throughout the day.

#### Guest Rooms

- No daily room servicing other than to satisfy specific guest requests. For stays of 5 nights or more agree with guest if they would like a refresh when they are not present.
- Correct PPE (mask, gloves & apron) used
- All bathroom glasses, crockery, etc washed at high temperature



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### Equipment & Signage

- Hand sanitiser stations located in Porch, Hall & 2 on Landing.
- Gloves, Aprons & Masks available to all
- Sanitiser available in all guest rooms
- Quarantine sign for use in the event of a suspected case of Covid-19 on the premises.

### Comms

- Guests asked to give priority to those ascending stairs and to social distance.
- Guests asked to sanitise hands on leaving and entering bedrooms.
- Pre-Check-In list of optional extras (beverages, extra pillows, printed information, etc) communicated to guest.
- Health & Itinerary questionnaires sent out to all guests prior to arrival to screen arrivals
- Clear and concise pre-arrival email sent stating arrival instructions and why these are in operation also stating what facilities are open (helps to manage guest's expectations and minimise complaints)
- Guest receipts Email
- Utilise FreeToBook Smart Messaging for in house guest queries and maintenance / housekeeping reporting
- All payments contactless : made using Stripe and/or BACS
- Digital Guidebook/House Manual made accessible.



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### Check In/Out

- Specific arrival times required
- Guest pre-advised:
  - To sanitise hands on arrival & before ringing doorbell
  - Ring doorbell & step back from entrance
  - Owner to have donned PPE open door, greet & step into Hallway
- All payments contactless : made using Stripe and/or BACS
- Express checkout system in place (the guest simply leaves keys in their room, sanitises hands & closes doors on way out)

### Suspected Case of Covid-19 on Premises

- Video call / call the guests to assess the situation and if the guests need to extend their stay and for how long or leave immediately - as current government guidelines. Remind guest of T&Cs relating to extended stay.
- Instruct guests to stay in bedroom.
- Assist with calling local doctors, 111 or the ambulance
- Place extra guest amenities, food if required, medicines if needed (only as instructed by medical personnel), linen and linen bags outside the guest bedroom... do not enter
- Account for all cases if the situation becomes worse.
- Immediately clean all public areas, Increase the cleaning frequency of all public areas and place Quarantine sign on guest room door.
- Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness
- Reschedule or relocate any follow on booking if required.
- Request guest to strip the bed and place linen and towels in bags provided and to open windows of bedroom prior to departure and do not enter for 24 hours.
- Ensure departure of guest is contactless
- Leave the bedroom empty for as long as possible – 72 hours minimum



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- Furniture rearranged and removed to ensure guests can social distance.
- Magazines and paper literature removed (available on request & disposed of after use)
- No shared / public toilets at property
- No breakfast to be served
- No Lifts at property
- Premises naturally ventilated throughout day.
- Decorative soft furnishings removed.
- No one to enter bedrooms when guests are present other than by specific request.
- Continue to ensure all suppliers adhere to social distancing during delivery.
- Guest numbers minimized in Hall at any one time (check in/out times staggered if possible)
- Beverage facilities available only on request.



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RECEPTION	EQUIPMENT	PROCESS
<ul style="list-style-type: none"> <li>Communicating, through signage and/or other means, explanations of additional hygiene measures in place to protect guests and staff.</li> </ul>	Signage: Porch Doorbell Process General Behaviour Covid Certificates	
<ul style="list-style-type: none"> <li>Make clear in pre-stay communications the extra measures that are being taken, to offer reassurance.</li> </ul>		
<ul style="list-style-type: none"> <li>If you have a doorman present, use them to ensure that guests observe social distancing, for example, if there is a queue for the reception desk.</li> <li>Make sure all reception staff, guests and visitors have access to sanitiser at the desk and that staff use this between serving guests.</li> </ul>		
<ul style="list-style-type: none"> <li>Reception desks should be organised so that staff can be at the Government recommended distance away from guests as much as possible.</li> </ul>		
<ul style="list-style-type: none"> <li>Floor markings or other physical indicators, where implementation is appropriate and achievable, will be used to act as visible reminders of social distancing requirements.</li> </ul>		
<ul style="list-style-type: none"> <li>When guests sign documents and use the chip and pin machine, reception staff should step back to keep their distance. Any pens or machines that are used should be disinfected before the next guests, and staff should sanitise their hands. Consider the use of adopting non-contact payment methods/electronic signing of documents, etc. where reasonably practicable.</li> </ul>		
<ul style="list-style-type: none"> <li>Consider minimising the offer of staff to help guests with luggage, and if staff do help guests with luggage, they should keep the required distance apart from guests whilst collecting luggage and either take it to the room before the guest arrives there or</li> </ul>		



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<p>knock on the door, step back and leave the luggage at the door. After handling luggage, staff should wash their hands or use a hand sanitiser.</p> <ul style="list-style-type: none"> <li>• Consider a central key card deposit box placed in the lobby for disinfection of room keys.</li> </ul>		
<ul style="list-style-type: none"> <li>• You could consider a welcome note/material including requesting guests recognise the importance of the local community, and respect social distance and good hygiene practice in all contacts and activities both inside and outside of the hotel</li> </ul>		
<p><b>HOUSEKEEPING</b></p>		
<ul style="list-style-type: none"> <li>• Review the frequency of the cycle of cleaning and in-room services to take into account different lengths of stay.</li> </ul>		
<ul style="list-style-type: none"> <li>• Room cleaning will be undertaken in the absence of the guest, unless it is difficult for the guest to leave the room (e.g. due to mobility constraints) whereupon social distancing shall be observed in the presence of the guest.</li> </ul>		
<ul style="list-style-type: none"> <li>• The frequency of cleaning, requirement for the guest to vacate the room and any other relevant criteria to be communicated appropriately, including in pre-arrival communications.</li> </ul>		
<ul style="list-style-type: none"> <li>• Hand contact surfaces should be disinfected. Make a check list of all the touch points which could include, but is not limited to, the following, all of which would – as a minimum - be disinfected when a guest checks out:             <ul style="list-style-type: none"> <li>o Light switches</li> <li>o Bedside tables</li> <li>o Remote control</li> <li>o Taps</li> <li>o Flush handles and toilet seats</li> <li>o Door handles – inside and out</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Shrink Wrap Remotes</li> </ul>	



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<ul style="list-style-type: none"> <li>o Hair dryer handles</li> <li>o Iron and ironing board, trouser press</li> <li>o Safe buttons</li> <li>o Wardrobe doors</li> <li>o Mini bar handle</li> <li>o Kettle handle and lid</li> <li>o Heater and/or air conditioner controls.</li> </ul>		
<ul style="list-style-type: none"> <li>• Room collateral should be kept to a minimum.</li> </ul>		
<ul style="list-style-type: none"> <li>• Glasses and crockery should be removed and washed in ho, soapy water not the room sink.</li> </ul>		
<ul style="list-style-type: none"> <li>• Towels and linens should be washed in accordance with washing instructions.</li> </ul>		
<p><b>SUSPECTED COVID</b></p>		
<p>Suspected COVID cases and guest self-isolation If a guest presents themselves with symptoms of COVID-19 or is asymptomatic but declares the need to self-isolate, they should be advised to self-isolate according to current government guidance.</p>		
<p>If a guest is displaying signs of the Covid-19 virus while staying in overnight accommodation for a permitted reason, they should inform the accommodation provider, immediately self-isolate where they are to minimise any risk of transmission, and request a test. If they are confirmed to have Covid-19, they should return home if they reasonably can.</p> <p>They should use private transport but only drive themselves if they can do so safely. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority.</p>		





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<p>If the guest shows acute symptoms has breathing difficulties or their life is at potential risk, seek medical help immediately.</p>		
<p><b>Hotel cleaning after a suspected contamination</b></p>		
<p>A link to this government guidance is found here. <a href="https://www.gov.uk/guidance/covid-19-advice-for-accommodation-providers">https://www.gov.uk/guidance/covid-19-advice-for-accommodation-providers</a></p>		
<p><b>Bedrooms where there has been a suspected infection</b></p>		
<p>Where there has been a confirmed or suspected infection, follow the latest Government advice which can be found here. <a href="https://www.gov.uk/guidance/covid-19-advice-for-accommodation-providers">https://www.gov.uk/guidance/covid-19-advice-for-accommodation-providers</a></p>		
<p><b>Public Areas</b></p>		
<p>You will need to clean and disinfect all high frequency touch points in the public areas in the hotel as per your risk assessment and new operating procedures: disinfect surfaces such as grab-rails in corridors and stairwells, door handles and lift buttons.</p> <p>Don't just clean the touch points on the floor level where the infected guest was staying, others may have picked up the virus and transferred it to other floors and areas.</p>		
<ul style="list-style-type: none"> <li>• Pay particular attention to frequently touched areas and surfaces, in the room as listed above.</li> <li>• After cleaning dispose of single-use protective clothing, cloths and mop heads and any other waste in the room by double-bagging, and then store securely for 72 hours then throw away in the regular rubbish after cleaning is finished.</li> </ul>		



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<ul style="list-style-type: none"><li>• After cleaning and bagging up waste, wash hands with soap and water for 20 seconds, and dry them with a paper towel. Dispose of paper towel appropriately. Note</li><li>• Although not mandated, hotels may wish to use professional third party cleaning services but check provider's credentials and that they have performed their own risk assessment for COVID-19.</li></ul>		
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