



Covid-19 Procedures & Measures

Sandfield Guest House,
19 London Road,
Headington,
Oxford OX3 7RE
24 June 2020

Contents:

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



Covid-19 Procedures & Measures

Sandfield Guest House,
19 London Road,
Headington,
Oxford OX3 7RE
24 June 2020

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. Steam cleaning as part of enhanced routine. All surfaces sanitised after initial cleaning.
- Ensure all high level touch surfaces get thorough attention.
- Cleaning in progress sign used
- Public areas regularly & frequently cleaned throughout the day & a record kept on public display.

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.
- Cleaning in progress sign placed on bedroom door as appropriate.
- Correct PPE (mask, gloves & apron) used
- One room at a time cleaned/sanitised. Between rooms, all PPE is to be changed & used PPE safely disposed of.
- All bathroom glasses, crockery, etc washed in dishwasher at high temperature

Laundry

- Contact with used bed linen and towels minimized.
- Correct PPE (mask, gloves & apron) used when stripping beds
- Have the linen bag ready for the linen from that room only.
- Dirty linen placed immediately into linen bags immediately & tightly secured. Never placed on the floor in the bedroom or corridor.



Covid-19 Procedures & Measures

Sandfield Guest House,
19 London Road,
Headington,
Oxford OX3 7RE
24 June 2020

Equipment & Signage

- Signage explaining social distancing requirements to guests clearly displayed at point of entry & throughout public areas
- Hand sanitiser stations located in Porch, Hall & 2 on Landing.
- Gloves, Aprons & Masks available to all
- Sanitiser available in all guest rooms
- Cleaning in Progress sign utilised as appropriate
- Quarantine sign for use in the event of a suspected case of Covid-19 on the premises.
- Marker tape deployed aid social distancing behaviours

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, printed information) 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



Covid-19 Procedures & Measures

Sandfield Guest House,
19 London Road,
Headington,
Oxford OX3 7RE
24 June 2020

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
 - Owner explains social distancing measures & room location then instructs guest to go deep into their room (no baggage to be carried by owner)
 - Owner follows guest at a distance & explains room amenities & communication systems from just outside the guest room.
- 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



Covid-19 Procedures & Measures

Sandfield Guest House,
19 London Road,
Headington,
Oxford OX3 7RE
24 June 2020

Miscellaneous

- 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
- 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.