



## **COVID-19 Secure Policy**

The Torcroft is able to re-open from May 17 2021 and we are very much looking forward to welcoming you back to The Torcroft. We want to reassure you that you can have confidence when booking a stay with us, whilst we endeavour to make your stay relaxing and pleasurable. The health and safety of our guests and staff continues to be paramount.

We have thought hard about this, to balance keeping guests safe and reassured, whilst ensuring you enjoy your holiday, as many people want to escape and take a well deserved break from the last few months.

Torbay Council have produced a Covid-19 toolkit for the hospitality business, which we will fully adhere to. This includes a risk assessment, action plan and guidelines for both guests and staff during your stay. You will find details below of the actions we are taking at The Torcroft to keep us all safe following completion of a risk assessment. As government advice changes, we will update this document so if your booking is some way off, you may wish to check back nearer the time and have another read. If you would like additional information to reassure you further about these please just ask.

We pride ourselves in our high levels of cleanliness. Our cleaning products fully adhere to government guidelines so you can be reassured that rooms and the communal areas will be safe and clean throughout your stay, supported by an enhanced cleaning schedule.

We were rated 5 by the Food Standards Agency when The Torcroft was inspected in December 2019, so you can be fully assured that food preparation and cooking will be completed to the highest standards.

We have changed some of the things we do to ensure the safety of everyone in the building. Please read through the list as some of these will affect your stay, whilst delivering our high-quality guest experience including the little touches where possible.

### Before you stay

In accordance with Government advice, please do not travel to The Torcroft if you or anyone in your party is showing any of the common symptoms of Coronavirus. If you feel you have symptoms of a fever prior to your arrival, we will happily cancel your booking and refund you deposit in full, or simply re-book at a convenient time at no extra cost.

To ensure you can book with confidence all bookings for 2021 can be re-arranged at no extra charge for a future date. You may wish to download the NHS Track and Trace app prior to your stay, for additional reassurance.

Your agreement that you will observe new procedures and extra measures whilst staying at The Torcroft is kindly requested. Unless we hear from you it is presumed that you are happy to continue with your booking under these new measures.

This document is also available on our website at [www.torcrfothotel.com](http://www.torcrfothotel.com)

#### Arrival and check in

If you arrive at the same time as another party please wait in the car until they have checked in to observe 1m social distancing, or come and wait in the lounge. If you arrive at the front door and someone is already in reception, please come in and wait until they have checked in the lounge or on the terrace.

Hand sanitiser is available at the front door and we politely ask you use this every time you enter The Torcroft. Hand sanitiser is also available throughout The Torcroft in public spaces, and we ask you use when using the communal areas including the dining room, lounge and bar. We do of course that most people do this automatically now anyway.

Please note that we have a medical grade infrared thermometer on site if you are feeling unwell and would like a temperature check during your stay. If a temperature of of 38°C or above is recorded, we will ask you to return home and self-isolate as per the Government guidance. We will rearrange your stay for any outstanding nights at a future date at no extra cost.

Documentation is completed on arrival, so it would be useful if you had your own pen to use to sign. If you do not require luggage assistance, we will not come to your room with you and instead will direct you to it. If you would like us to carry your bags to your room, we will follow you at a safe distance and place your bags outside your door. We will sanitise our hands immediately afterwards.

We are of course available throughout your stay to assist with restaurant bookings and local information, as leaflets have been removed from communal areas.

#### Corridors and stairways

If you see someone coming down the corridor or stairs, please stand back whilst they pass. We suggest you allow priority to those coming up the stairs.

In accordance with the 1m social distancing regulation we would politely ask you observe this during your stay, for the your comfort and to reassure all guests.

#### Bedrooms

Guest information folders have been removed from each room and has been replaced with a welcome letter, containing all the room information. If you would like any additional information during your stay, including regarding restaurants and local attractions, please just let us know.

All the white linen and towels in your room are commercially laundered at high temperatures using cleaning chemicals. Thermal disinfecting has always been considered sufficient for killing any virus and is the standard wash process used by our laundry supplier, South West Laundry. The ironer process operates at 170°C, providing further protection, so we are confident that our linen is safe for guests.

Each hospitality tray will be simplified to minimise the number of items. All replacement items will still be available on request.

The TV remote control will be sanitised prior to arrival in each room, as part of the deep cleaning process.

We would ask you to wash your hands both on entering and leaving your bedroom. Anti-bacterial hand-wash has been provided for your stay.

### Cleaning

Communal areas will be cleaned on a regular basis, at least twice a day. This will include corridors, staircases and doorknobs and handles.

We will sanitise our hands after each room is cleaned and wear face masks during the cleaning process, to reassure each guest. However if you decide during your stay you would rather your room is not serviced please just let us know. We can accommodate you if you leave your bin outside your room and simply replenish your room supplies when we see you - whatever you prefer.

### Breakfast

We offer 2 sittings for breakfast, so tables can be safely set apart extending breakfast times to 8:30-10:15 all summer. Alternatively sit on the terrace weather permitting.

Guest glassware, crockery and cutlery always goes through the commercial dishwasher at high temperatures, so it is fully sanitised prior to each use.

Menus have been updated so the items available will be listed for you so that we can serve you anything you require from the kitchen. Jams and butter will be available on request rather than left out.

We were rated 5 star for food hygiene (the maximum possible) and always adhere to the highest standards of cleanliness and food safety.

### Communal toilet

The downstairs communal toilet will be out of use for the foreseeable future, for the safety of all guests. We will open this as soon as we think it is safe.

### Check out

Before you check out, please leave out any hair dryers if you have used them during your stay and we will sanitise them.

We ask that all guests pay their bar bills prior to checking out and where possible contactless is preferable.

Room keys should be left on the shelf at reception in order for us to sanitise them prior to the next guest checking in.

If other guests are also checking out please just relax in the lounge area or on the terrace.

## General guidance

Should you feel unwell any time during your stay with any Coronavirus symptoms then you must notify us immediately. In line with Government guidance, you will be asked to check out immediately in order to self-isolate at your home address. Should your symptoms become worse you should seek medical advice.

Official government guidance is as follows;

'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. 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. Guests should follow government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection. Once the guest has returned to their main residence, they should continue to follow the government guidance on self-isolation, household isolation and social distancing. If the guest cannot return home, the guest will be expected to pay all costs.'

70% alcohol hand sanitiser will be available at the front door, as well as in reception to clean your hands as you enter the building and open the front door safely. On warm sunny days, particularly when we are in the office, the front door will be open.

We will ventilate the building as much as possible, which is considered to be Good Practice.

When using communal areas, including the lounge, bar, dining room and smoking area on the garden terrace, please remain 1m from other guests.

Fire doors throughout the building are held open on auto-release magnets so there are no doors to open apart from your own bedroom door and the front door.

On hearing the fire alarm, please evacuate as normal and keep a 1m distance from other guests and congregate outside in the car park.

We will take and record temperature checks for ourselves on a daily basis. If one of us as owners or staff are tested positive or need to self-isolate, we may need to cancel your booking at short notice. If this happens, a full refund or alternate dates will be offered.

Should you require any additional information or have any questions before your stay, please email us at [info@torcrofthotel.co.uk](mailto:info@torcrofthotel.co.uk) or call us on 01803 298292

The above represents a sample of the new health and safety measures being implemented at The Torcroft. This list is not exhaustive and will be reviewed and re-evaluated regularly, and is subject to change based on the guidance of the WHO, central government, Public Health England and Torbay Council.

Correct as per Government Guidance 28.04.2021