



## **B+B York Covid-19 Precautions & Preparations**

Due to the current coronavirus situation we have had to alter our policies and the way our hotel operates; you can read below the procedures and policies in place to ensure the safety of our guests and colleagues.

### **B+B Edinburgh Team**

- All team members will be required to wash their hands every 30 minutes.
- All team members will be required to stay at home if unwell.
- All team members will be required to follow official guidance on self-isolating.
- All team members will be required to wear PPE as appropriate.
- The team will follow a policy of no physical contact and maintain social distancing, wherever possible.

### **B+B Edinburgh Guests**

- You will be asked to complete a pre arrival health questionnaire and return it prior to arrival.
- Our team will not be able to assist with luggage.
- You will have to respect the social distancing measures in place.
- All the rooms will be cleaned with sanitiser disinfectant spray and sealed after cleaning by our Housekeeping Team.
- We have removed non-essential items to minimise any contamination risk.
- Please use your bedroom toilet rather than toilets in public areas.
- Please wash your hands when returning to your bedroom.
- Cash payments are accepted however where possible please pay by card. A credit card details will be required prior to arrival to support contactless payments.

### **B+B Edinburgh Policies**

- The highest food safety standards will continue to be maintained.
- Social distancing measures will be in place in all common areas.
- Enhanced cleaning programme in public areas with an increased frequency in disinfection of high touch areas.
- Hand sanitising stations will be provided in key areas of the hotel for guest and staff use
- Housekeeping will be available on request only.
- Additional disinfection will be in place of high touch room and bathroom areas (Doorknobs, TV Remote, telephones).



### **B+B Edinburgh Facilities**

- We have reduced the number of tables in our common areas to reduce the risk of contamination.
- We will limit table usage and have established strict table/chair sanitisation procedures between guest seating periods.
- Salt and pepper shakers will be removed and available on request. They will be sanitized after each use.

### **B+B York's Commitment to our guests**

- All team members are required to:
  - Stay home when unwell
  - Practice good personal hygiene including regular hand washing.
  - Maintain social distance.
  - Wear PPE where appropriate.
  - Follow the company's COVID-19 Secure operating procedures.
- We have changed most of our on-property team meetings to virtual meetings.
- We have staggered our team's shifts and days of service and have reduced the total staff count by promoting work from home for those whose roles allow for it.
- Implemented a standard that our teams will not be assigned to complete any tasks with more than two team members assigned unless they are working outside.
- Our team have and will receive ongoing training.
- Our team have new "no contact" protocols – including handshake.

Finally, we ask that as a guest at B+B Edinburgh you commit to:

Complete your Guest Health Questionnaire 24 hours in advance of joining us.

If in the unfortunate case, you have any COVID-19 symptoms such as fever, cough, shortness of breath, or loss of taste and smell, we ask that you contact us, and allow us to reschedule your stay.

It is important to note, that for the safety of our guests and the safety of our team, that any guests displaying symptoms consistent with COVID-19 will be requested to seek medical attention. Should you be advised to self-isolate, we will request that you check out immediately and return home. You will be refunded the balance of your stay.

We also kindly request that you inform us of any symptoms that may develop in the 48 hours after your departure from our hotel to ensure that we can take preventative action.