

LAURA ASHLEY

HOTELS



CORUS

HOTELS

LAURA ASHLEY

THE TEA ROOM



Corus & Laura Ashley Hotels

COVID-19 Cleaning and Operational Policy



Government Safety
Guidelines



Quality in Tourism



Lloyd's
Register



Trust in your stay with Corus & Laura Ashley Hotels

In light of the impact and changes caused by COVID 19 we want to ensure and reassure you to trust in your stay with Corus and Laura Ashley Hotels.

We have developed rigorous health and safety procedures for all our guests and team members, without compromising the high standard and quality of service that you have come to know, love and expect every time you stay with us.

Everything we've implemented meets or exceeds industry-wide gold standards. We know that the world has changed, but you can be guaranteed a relaxing stay where you feel safe & secure.

This guideline gives you a summary of the safety measures we are adopting in all of our hotels.

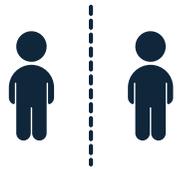
We trust these actions will help put your mind at ease.

As government guidelines continue to change and develop we will review, refresh and update our H&S guidelines within this document

Your safety is our priority

Your safety remains our absolute number 1 priority, and so working alongside leading Covid-19 experts, our hotels are making changes to keep all of us safer, healthier and happier.

This includes:



Social Distancing

Through use of technology and signage we can minimise the amount of personal interaction you have with our staff and other guests during your stay. This includes allowing you to check-in in advance of your stay.

To support the government essential emergency measures we are required to monitor the number of people entering our premises and using our lobby to ensure social distancing rules are observed.



Our Cleaning Regime

Our cleaning regime has been enhanced through the use of market leading operating protocols and cleaning products such as Nano care which is proven to be effective against COVID 19.



Our Food & Drink Services

Our food and drink services have been adapted. You can choose our Grab and Go meals delivered to your room or in our dining areas around the building or it can be delivered to you in our gorgeous gardens. For room service, we have removed the tray charge from your bill.



Our Staff

Our staff are fully Covid-19 trained and, as always, here to help you in any way they can.

Measures we have put in place to enhance our Cleaning Standards

- We have worked with Lloyds Register & Quality Tourism to develop best cleaning protocols and standards
- We use Nanocare disinfecting products on all surfaces and textiles, proven to be effective against COVID 19 for a period of 3 months
- We have placed sanitation stations in our public areas
- We have increased the frequency of cleaning in our public areas
- Facemasks, gloves and antibacterial wipes are available at the reception desk if a guest requires one
- We will be conducting hourly checks of all washrooms, staircases, door handles etc. in our public areas





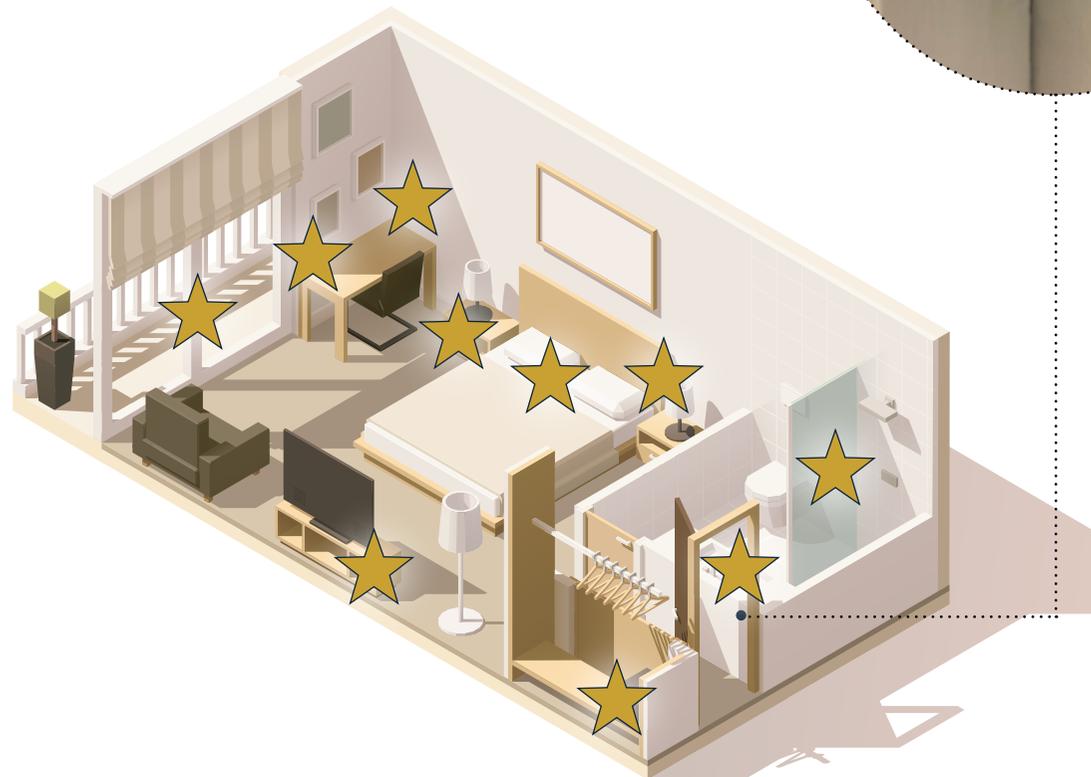
Measures we have put in place to enhance the standards of our bedrooms

- We have adopted a deep cleaning protocol in all our bedrooms with key emphasis on critical touch points
- Toiletries and hospitality trays will be safely wrapped for our guests to ensure one-time use
- We have placed a room seal on doors to indicate to our guests that their room has not been accessed since being thoroughly cleaned
- All printed material has been removed from your room
- Checked-out rooms will be vacant for 24 - 72 hours prior to cleaning for the next guest
- Room keys will be sanitised before guest check-in
- Bedroom entry restriction: no access will be made to the bedrooms during a guest's stay
- Rooms will be cleaned upon request. Our housekeeping team will be wearing PPE when cleaning your room
- Increased bedrooms checks by Senior Management



Deep clean areas in guest rooms

- ★ Heating Control Panels
- ★ Bathroom Surfaces
(Inc. toilet seats, handles, sinks, showers, taps)
- ★ Switches & Electronic Controls
- ★ Bathroom Amenities
- ★ Handles & Doorknobs
- ★ Other Amenities
(Inc. irons, safes and hairdryers)
- ★ Bedding
(Inc. sheets, pillow cases, duvet covers)
- ★ Electronic Devices
(Inc. telephones and remote controls)
- ★ In-Room Refreshments
(Inc. mini-bars, fridges and kettles)
- ★ Hard Surfaces
(Inc. desks, bedside tables)



Measures we have put in place to enhance our Food & Beverage Service

- We have adopted a deep cleaning protocol in our food & beverage operation
- Food & beverage offerings will be available online. We are currently developing a technology to enable you to use your mobile/device to order food to your room, along with a host of other services
- We are operating a 'Grab & Go' food and beverage operation. Alternatively, our guests can be seated in our bar/dining room or gardens with a two metre distancing policy in place
- We will be offering table service only, guests will not be permitted to stand at the bar
- Our restaurants will be open for extended hours if necessary to accommodate all diners, whilst ensuring social distancing is practiced at all times
- Room Service tray charges will not apply to any room service orders
- Our staff will deliver your room service order, leaving the tray outside your room, then within three minutes they will call you in your room to check it is to your satisfaction
- Guests should not leave trays outside the room, but call to have them collected or arrange a collection time outside the room
- We will not ask for guests to sign a bill for room service orders
- Team members delivering and collecting room service orders will be wearing PPE at all times and will not enter the guest's bedroom
- No buffet service will be permitted
- Menus will be limited, however rest assured any dietary requirements will still be catered for





Measures we have put in place to encourage Social Distancing

- Social distancing regulations apply everywhere, including public areas, gardens and outside the main entrance
- Protective screens are installed in all reception areas
- Only cashless operations for payments are allowed
- Contactless check-in and express check-out services will be offered to our guests
- In line with government guidelines on applying social distancing, there should not be more than 1 person in the lift at any given time, unless they are from the same room
- We will be asking our guests not to congregate in any of our public areas





Measures we have put in place to ensure our staff are trained and operate safely

- All of our team members have received additional training on how to keep our guests and themselves safe. This will be reflected in how they interact with you during your stay with us
- All of our team members have been provided with PPE
- All of our team members have completed COVID 19 training
- All of our team members have access to COVID 19 testing as part of the government key worker initiative for testing
- We will be conducting return-to-work interviews with all of our team members before they come back to work to ensure they are all safe to work
- Any team member with symptoms or with someone in their household who has symptoms, will be asked to self-isolate in line with PHE guidelines

As a recommendation, any guest who has displayed the following symptoms; a cough, fever, breathlessness, sore throat or headaches within the last 14 days should reschedule their visit until they, and their household members, have been clear of symptoms for at least 14 days, unless of course symptoms are due to pre-existing medical conditions. Our hotels reserve the right to refuse entry and/or cancel the reservation if the guest displays such symptoms on arrival, for the security and protection of our guests and team members.

Leisure Club and Weddings

We are currently adhering to government guidelines on leisure clubs and hosting wedding events with appropriate social distancing measures in place and restricted numbers in attendance. Our leisure club saunas and jacuzzis are not in use as per government guidelines.

We hope you enjoy your stay with us. If you have any questions, please contact our 24hr on-site Duty Manager.

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A full operational document is available on request

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