

# The Lewis Partnership COVID-19 Policy

Last updated September 2020

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*Moat House*  
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*Dog & Doublet*  
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 THE Red Lion



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## Introduction

The COVID-19 pandemic is unlike anything we have ever had to face in our 32 years in business. At 5pm on Friday 20<sup>th</sup> March we were all huddled around a computer in The Moat House office watching the daily briefing as the Prime Minister announced the closure of all pubs, hotels and restaurants. It was devastating. Deep down, we all knew this was coming and it was the right thing to do, but having to close the doors and say goodbye to our team for the foreseeable future was the single most difficult moment in our history. However, the one thing we will be forever grateful for is the unwavering support shown by our team throughout this challenging time.

Thankfully, the time has now come to reopen the doors and welcome our teams and guests back. Our venues, are all about social gatherings, so operating in the age of social distancing will be somewhat different to what we were all used to pre-lockdown. As we all adjust to this new way of working, we ask for your patience and understanding, we will be offering reduced menus and a slightly different style of service to begin with.

This document in conjunction with our site specific risk assessments, sets out the measures we have put in place to ensure everyone's safety during this time. As this is a fluid situation, and government guidance is likely to react to any improvement or worsening in the rate of infection, this policy will be reviewed regularly and the necessary updates made to ensure we are fully compliant with government guidelines. Our primary focus is to create a safe and hospitable environment for our team and guests, so that we can return to some semblance of normality and create many more special memories together.

Thank you for your support and we look forward to welcoming you back to our venues.

The Lewis Family

## General Guidance

- We ask that if you are displaying any symptoms of COVID-19 that you call us to postpone your visit. These are:
  - **high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
  - **new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
  - **loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal
- At this time, all inside dining is on an advanced booking only basis to allow us to manage guest numbers. Outside tables are available on a first come first served basis. For guests visiting The Dog and Doublet orders for outside tables can be placed from the table via our app with no need to enter the building.
- The maximum table size we can accommodate is 6 people.
- All guests over the age of 11 must wear a face covering that covers their nose and mouth at all times whilst moving around the venue, unless they are medically exempt. Guests are not required to wear a face covering when seated at a table.
- Our teams are required to collect contact details from a lead guest of each party that join us for Test and Trace purposes. QR codes for the NHS COVID-19 app are also available around the venues for individuals to check in with.
- Please follow the signage around the grounds and venues whilst on site.
- We politely ask that guests arrive promptly for their booking time in order to ensure we stay within our capacity levels.
- We are required to provide table service only. Please do not approach the bars, a member of the team will come to you as soon as they are able.
- Each shift a senior team member will be assigned to ensure the policies and procedures set out in this document are complied with and manage number of guests on site.
- We kindly ask that guests use cashless payment methods for the safety of our teams.
- We are required by law to close our doors at 10pm each evening. Hotel residents may order food and drink after this time via room service, however it must be consumed in their room and not in public areas.

## Personal Hygiene

Personal hygiene has always been a priority, but in addition to our usual high standards we have implemented the following policies for our team.

- All staff will receive training on COVID-19 and our related policies and procedures prior to their return to work.
- Hand sanitising stations are situated at all entry and exit points and around the buildings for guests and staff to make use of.
- Team members must regularly wash their hands for a minimum of 20 seconds with soap and water.
- Guidance issued in regard to the use PPE (see page 5) must be adhered to at all times.
- Health questionnaires will be completed by each team member prior to their return to work.
- All work clothing must be washed after each shift.
- Normal image standards and personal hygiene policies, as set out in our Company Handbook, should continue to be followed to at all times also.

## Venue Hygiene

We pride ourselves on maintaining the highest levels of cleanliness at all times. In response to coronavirus we have increased the frequency of cleaning and brought in new measures to reduce unnecessary direct contact between staff and guests.

- Hand sanitising stations are situated on entry and exits, by lifts, outside washrooms, till points and around the building. Guests are asked to please make use of the hand sanitiser available, particularly when entering and exiting the building.
- Daily site cleaning programmes have been increased by 25% for dedicated disinfecting measures on all key contact points and high traffic areas both front and back of house.
- Laundry bins must be cleaned out with disinfectant after each collection.
- Paper towels have been added to washrooms to avoid use of hand dryers where possible.
- Paper napkins have been introduced in our restaurants to reduce customer/staff contact.
- Recyclable, environmentally conscious single use menus are being used for now.
- Tables will be deep cleaned after each sitting with longer periods of time between bookings to allow for a more thorough breakdown and disinfecting process.
- Only cashless payments will be accepted at this time (contactless where possible is preferred).
- A fogging machine will be used regularly to disinfect the property. This device uses a food safe disinfectant which kills 99.99% of bacteria and viruses and provides protection to treated areas for 30 days.

## Personal Protective Equipment (PPE)

From 24<sup>th</sup> September all staff and customers are required to wear a face covering when moving around our venues.

We have sourced supplies of PPE for all of our team members to ensure they and our guests are safe in our venues.

- All staff will be issued with two face masks each and asked to wear them whilst complying with the following guidance:
  - Wash hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
  - Avoid touching your face or face covering as it could become contaminated with germs from your hands.
  - Change and wash your face covering after each shift in line with manufacturers guidelines.
  
- Disposable gloves are to be used for food preparation, cleaning and when handling deliveries, refuse or laundry. The following guidance should be adhered to:
  - Wash hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting on gloves, and after removing them.
  - Avoid touching your face whilst wearing gloves.
  - Disposable gloves should be changed between tasks with sufficient hand washing in between.
  
- Disposable aprons must be worn by team members when cleaning bedrooms or washrooms. Aprons should be changed after each room.

## Social Distancing

In line with government guidance, in order to prevent the spread of COVID-19, a distance of 2m should be observed between individuals from different households.

### Back of House

- Signage will be in place to encourage social distancing. Team members will be encouraged to keep any face to face interactions to a minimum and observe social distancing as much as possible.
- Start and finish times will be staggered where possible to avoid congestion.
- Clocking in and out machines are fitted with an antimicrobial covering. Team members should sanitise their hands after use and the machines will be disinfected regularly.
- Key areas of congregation including staff rooms and locker rooms will be clearly signed with hygiene procedures and carefully maintained. The use of communal areas will be staggered with additional areas made available for team members should the need arise.
- Team members are encouraged to take their breaks outside where possible.
- We are working with our suppliers to ensure all deliveries are left in set locations with delivery times spaced out. Any team member accepting deliveries must wear disposable gloves whilst doing so.
- Kitchen sections are clearly marked with floor markings to assist with social distancing.
- Each section will be operated by one member of staff only where possible. In situations where more than one team member is required 'rota-partnering' will be in place to ensure the same people work together.
- Walk in fridges and dry stores are limited to one-person access at a time.
- Front of house staff should minimise the time spent in the kitchen and observe social distancing where possible. Where this is not possible, for example across the pass, staff should stand on a diagonal to the pass and avoid face to face contact as much as they are able to.

### Front of House

- Signage and temporary partitions will be in place to encourage social distancing.
- Temporary screens will be installed at the reception desk.

- At this time, we are unable to offer service at the bar, instead full table service will be provided.
- Tables will be spaced 2m apart or separated by a partition screen.
- A one-way system will be implemented where possible, please follow the signage on site.
- Card machines and telephones, along with any other shared equipment will be sanitised after every use.
- Each till/handheld will be allocated to a single member of staff per shift where possible to minimise cross contamination.
- When taking food orders, we ask that guests order their starters, main course and dessert at the same time. All the necessary cutlery, napkins and single use condiments will be delivered to the table in one go and at this time we are unable to pour wine or water at the table.

## Accommodation

- If any accommodation guests start to develop any coronavirus symptoms during their stay we ask that they stay in your room and contact reception immediately.
- During these times we have been advised against handling guest luggage or belongings. However, we are always happy to help and our team are equipped with the necessary PPE should any guests need their assistance.
- Guests will be asked to book both evening dining and breakfast at check-in.
- We are unable to provide our usual continental buffet at this time. At check-in guests will be asked to pre-order their continental breakfast, which will be waiting on their table, the next morning at breakfast. Cooked breakfasts can be ordered as normal on the morning.
- Guests will be given the option at check-in if they would like their room serviced throughout their stay or would prefer no one enters their bedroom for the duration of their stay.
- All linens, towels, and robes are professionally washed on a high heat, with added sanitisation.
- Any printed material such as room service menus have been laminated and will be sanitised before and after each stay.
- Room service is available for guests 24 hours a day.
- Guests should return their room key to the box in reception for recycling and sanitising on check out.
- Following payment, room bills will be emailed to guests. A hard copy can be obtained from the reception desk if required.

## Weddings, Meeting and Events

Whether it's a belated birthday celebration, a long overdue catch-up with colleagues or the day you say 'I do', we know like us, many of you can't wait to return to our venues for your wedding, events and meeting.

With the guidance changing all the time in regard to maximum group numbers we are hopeful it won't be long until we can welcome you back. Until then, rest assured we are keeping up to date with the latest government announcements and will update you as soon as further guidance is published.

If you have a booking with us, our team are here via telephone or email to help you in the planning process and answer any queries you may have.

Please contact them on 01785 712217 or [info@thelewispartnership.co.uk](mailto:info@thelewispartnership.co.uk)