

CORONA VIRUS POLICY

Best Western Smokies Park Hotel is closely monitoring the ongoing Coronavirus Disease 2019 (COVID-19) outbreak. Our top priority remains the health, safety, and well-being of our guests and team members. Best Western Smokies Park Hotel commits to operate with appropriate measures to protect the health of the community.

We have planned for several contingency scenarios, taking decisive, informed action to limit the spread of COVID-19 while ensuring the continuity of business and usual high levels of service.

We will continue to provide updates regularly to inform of additional measures.

Effective immediately and until further notice:

- We will increase the sanitation of all areas, focusing on contact points, IE door handles, remote controls, menus, dispensers, coffee machines, cruets and chair backs.
- We have implemented social distancing of 2 meter's to be reviewed with government guidelines.
- We will provide hand sanitisers in all public areas for the use of our guests and team members.
- We will only use single use paper for all cleaning processes to prevent recontamination.
- We will increase the use of sanitisers within the guest bedroom cleaning process and all housekeeping team members have received training regarding the sanitisation of contact points.
- All housekeeping team members will use hand sanitiser prior to and after completing a guest room service.
- All team members will wash their hands or use hand sanitiser a minimum of every half an hour and upon entering a new area of the hotel, prior to handing service equipment and after handling crockery, cutlery or glassware handled by the public.
- All staff have been advised against the use of hand shaking as a greeting.
- Our kitchen team follow a strict cleaning and sanitation process as standard and this will always continue to be adhered to.
- To protect our guests and our team members, any employee showing a sign of a cough or fever will not be permitted to work.
- We are working with card payments only to reduce person to person contact.
- Rooms will be required to pay on arrival and food and beverage will be paid for at the time of ordering to eliminate the need for guests to check out at reception.
- All amenities such as ironing boards, irons, fans, phones, and pens will be removed from the rooms to reduce contact, these may be requested from reception and will be fully sanitised after each use.
- Disposables will be used where possible in rooms, for example glass ware and coffee cups, to reduce contact points.

Any guests identified with Corona Virus symptoms will be required to self-isolate and should there be any doubt as to a guests health whilst staying with us, or when checking in, they will be required to report to the NHS directly with our assistance as required.

We welcome all our customers to speak directly to the hotel if they have any further questions or need support or advice in any way

20/6/2020