Small Accommodation

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IQ International
Tourism NI - Business Support and Advice

Working safely during COVID-19 in Hotels and Tourist Accommodation

Guidance from your sector
Guest Houses, B&Bs, Self-Catering

UKHospitality, NIHF and Hospitality Ulster guidance

https://www.nihf.co.uk/
https://hospitalityulster.org/
www.ukhospitality.org.uk


Professional Association of Self Caterers: www.pascuk.co.uk/
Risk Assessment

Northern Ireland Hotels Federation

The Association of Scottish Self-Caterers

1. Develop risk assessment involve all staff, regular review and amendment
2. Develop new operating procedures and guidelines for staff and customers
3. Produce check lists for cleaning and hygiene routines
4. Publicise and highlight to staff and customers
HEART OF ST ANDREWS

What are we doing about Covid 19?

RISK ASSESSMENT
We have updated our risk assessment in line with government guidelines and taken the appropriate steps to mitigate risk. These steps include enhanced cleaning protocols, purchase of new cleaning materials and equipment, eliminating face to face contact with guests and moving instruction manuals from paper copies to a digital format. We have also completed a covid 19 cleaning course.

SPECIALIST CLEANING
We are using unperfumed, food safe, non-toxic, hospital grade, bactericidal and virucidal cleaner and disinfectant for the first step in our two stage cleaning & disinfecting process. This complies with EN standard 14476 and has a log kill rate of 7. It is broken down quickly and completely into harmless material (carbon dioxide and water). Supermarket cleaners are not sufficient as they have a log kill rate of 5, leaving some bacteria and viruses behind.

TWO STAGE DISINFECTING
After cleaning and disinfecting, we are using a cold ULV fogging machine for a second disinfection, using WHO approved bactericidal and virucidal disinfectant on all surfaces, including soft furnishings. This also complies with EN standard 14476 and has a log kill rate of 7. The spray allows us to reach every surface in the apartments and the disinfectant is broken down quickly into water, oxygen and carbon dioxide.

LAUNDRY AND KITCHEN
Our bedlinen is all 100% Egyptian cotton and is washed on a 90 degree full wash cycle. We also change all mattress protectors and pillow protectors between each stay. All crockery, cutlery, glassware and cookware is washed on a hot wash cycle before each stay (even when clean). Our vacuum cleaners all have HEPA filters and our steam mops have removable washable heads.

COMMUNICATION
Whilst we may not be able to greet you in person, we are available at any time with any queries you may have. There are clear instructions issued in advance in relation to contactless check in/out and housekeeping information for the apartments. As always we encourage and welcome any feedback at any time.

FLEXIBILITY
If you are unable to stay for any reason, you can cancel with a full refund at any time up to two days before your stay or transfer your stay to any future dates with no increase in price, so you can book in confidence. We look forward to welcoming you back to our apartments in the Heart of St Andrews.

1 Highlight Risk Assessment
2 Cleaning, disinfecting and laundry
3 Food service and kitchen
4 Services you can provide and your expectations of guests
Support your business recovery. APPLY NOW

“We’re Good To Go” is the official UK mark to signal that a tourism and hospitality business has worked hard to follow Government and industry COVID-19 guidelines and has a process in place to maintain cleanliness and aid social distancing.

Please select your country *

Northern Ireland

www.goodtogoni.com
Welcome note: Be clear you are keen to welcome visitors, detail what it means to you, your staff and the local community to be open

Explanation of arrival, stay, food, service and departure. Changes to hospitality and service. Guest responsibilities

Communication systems: How will you engage with visitors

Develop a video or pdf, with walk through of the customer journey
Welcoming you back - our enhanced safety measures
What we are doing differently - information and communication on line
Looking after our team – Covid-19 trained, PPE, social distance, support
Looking after our guests – cleaning, hand sanitisers, in room kit
What we ask of you
• Be considerate to fellow guests, each person’s idea of risk is different
• Use hand sanitisers and wash hands regularly
• Check your emails as we will send updates and information by this means
Pre Arrival and check in – on line, go directly to room times staggered
Food and beverage – breakfast sittings, in room service, outside areas
Housekeeping – hospital grade chemicals, fogging machine, room clean seal
Check out and departure – on line, phone, post visit survey
Best practice - keeping up to date with guidelines
Website

Bookings

Added value

1. Take control, do you need the OTA?
2. Regular communication. Before, during, after.
3. Flexibility on cancelations and re-booking
4. Encourage longer stays, give incentive, added value packages
Website

Development of new ‘What to see and do’ guides

Your Personal recommendations

1. Outdoor environment, walking, cycling, activity. Hire and activity companies
2. Indoor, with space, social distancing
3. Children, families, education, fun
4. Restaurants and take-aways, support local businesses and producers
Cleaning routines

Less items to touch

Less items to clean

1. Declutter rooms, non essential items removed or available on request. In room tea and coffee removed.

2. SC utensils, crockery and cutlery – everything washed in dishwasher.

3. No servicing of rooms / units mid stay.

4. Rotate rooms / units. Guests to bag up linen in SC. Ventilate rooms.
Arrival

1. Prearranged arrival time, staggered. Pre payment / check in on line. SC - key safe or open.

2. Physical distance markers, hand sanitiser, luggage wipes.

3. Guests locate own room, unit. Route map, On line advice for SC.

4. Can offer Tea on arrival, welcome packs in SC. Bike storage.

Later check ins to enable thorough cleaning
Rooms and facilities

Declutter

Create additional areas with space

1. Remove bed cushions, extra pillows, iron and board, tea and coffee making facilities.
2. All beds mattress and pillow protectors, changed each new letting.
3. Create additional outdoor space, for seating and dining.
4. Extra dining facilities in rooms.
Rooms and facilities

1. Remove books, games, magazines, maps, menus, leaflets, CDs, etc.

2. SC, declutter kitchen and living areas. Add barbeque facilities.

3. Consider, hand sanitiser, anti bacterial soap, face masks, anti bacterial wipes as in room extras.

4. SC – provide additional cleaning and anti bacterial materials, dish washer powder, washing tabs, etc.

Additional sanitising products
Breakfast

Meals & Service options

2. Service stations or end of table. Room service to outside door.
3. No self service or buffets, cutlery and crockery, napkin placed once seated.
4. Verbal menu, app, on line or blackboard.
Breakfast

Hygiene & Service

2. Work with takeaway providers, supply crockery / cutlery.
4. Wash hands before and after every service. Hand sanitising station.
Sustainability vs
Quick, easy and disposable

1. Temptation to go single use and disposable. Environmentally damaging
2. Can wash at over 60 degrees, glassware, crockery, cutlery, table ware and utensils
3. More on line, less paper Confirmations, receipts, menus
4. Less frequent but more thorough cleaning.
Check out / departure

Limited Contact

Post visit questionnaire

1. On line check out, billing, etc. Leave key in room / unit

2. SC – visitors strip beds, linen, no shaking out. Clear instructions, open windows

3. Rotate rooms. Leave empty. No late check out. Open windows

4. Post visit questionnaire, contact. How did we do, what could have been better. All in this together
Holiday Parks, Caravan, Camping and Motorhomes

British Holiday & Home Parks Association guidance: www.bhhpa.org.uk/covid19hs/

“You can’t go back and change the beginning, but you can start where you are and change the ending.”

C. S. Lewis
Thank you