

# FAITHLEGG



Our team in Faithlegg have put the following procedures and practices in place as the wellbeing of our guests and associates is of paramount importance. Our operational plan has been created in line with the government's roadmap to reopening hotels in conjunction with the IHF. Our operational plan in Faithlegg will evolve in line with the roadmap, taking into account any changes to the restrictions on physical distancing. Faithlegg will be operating at a reduced occupancy level allowing a safe space for social distancing of our guests.

Face masks need to be worn within the hotel except when seated for dining.

Guests are asked to maintain a distance of 2 metres from staff and other guests in all public areas of the hotel.

We have implemented a flow management system with clear signage for guests to minimize interactions between guests.

Hand sanitizing stations are placed at the entrance to the hotel and entrances to all departments in the building. Guests are asked to sanitize their hands before entering each area of the hotel.

Individual Signage relating to hand and respiratory hygiene and physical distancing will be displayed throughout the hotel.

A maximum of 2 guests that are from the same household will be permitted to use the elevator at any one time.

Sneeze guards have been installed in key public areas to protect guests and associates

All house keys will be thoroughly sanitized after each use.

Key touchpoints such as credit card machines will be sanitized after each transaction.

We encourage the use of contactless or cashless payments throughout the hotel.

The Red Cedar Lounge at Faithlegg will operate a pre-booking system for Casual Dining. Treatments, Golf, and use of the Leisure Centre etc must also be pre-booked in line with IHF guidelines to ensure guests can be facilitated immediately while minimising queuing.

Our dining options will be available for table service only.

Tables will be distanced at least 1 metre from each other, limited to six guests.

Deliveries to a guest's house will be placed outside the door, our team members will knock on the bedroom door and will ensure the delivery is received safely by the guest.

All public areas will be deep cleaned twice daily, and all touch points regularly cleaned and sanitized.

Each house will be sanitized with a fogging system. The fine fog can reach all corners and difficult areas and may also penetrate porous surfaces leaving our guest houses totally sanitized after every guest departure.

Accommodation staff will be wearing appropriate PPE and have undergone training on our latest cleaning and sanitizing procedures.

An isolation room will be available for any suspected cases of Covid 19 and our team have received training on how to appropriately handle a suspected case.

Our team members have received training on our updated procedures and best practices and will continue to receive ongoing training.

Check out time 10am