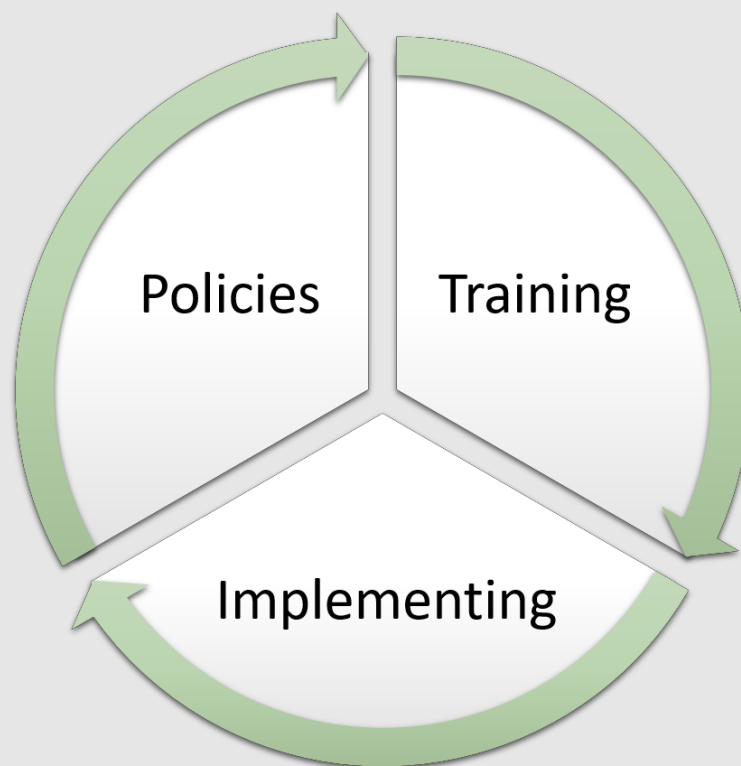


The Craven Hotel CARE PROTOCOL



The Craven Hotel takes great pride in the fact that we have always kept our guest's and staffs welfare as our number one priority. Coronavirus will only enhance the essence and we will make sure that our team members and all our guests are safe and protected with us.

Our Health and Safety Team has been working extra hard to ensure that we adhere to all the guidelines provided by the Council, NHS and the government. In order to maintain the same standards in all our hotels, we would like to introduce our Hygiene Agenda Liaising Officer, aka H.A.L.O. i.e. our revolving protocol –



Policies - H.A.L.O. will design the policies that will meet the government guidelines and which will ensure our staff and guests safety.

Training - H.A.L.O. will train the team with the updated policies that will meet the government guidelines and which will ensure our staff and guests safety.

Implementing - H.A.L.O. will ensure that the policies are implemented in all our hotels to ensure our staff and guests safety.

Policies

- Availability - Our hotel will have one H.A.L.O. available at all times to answer any of our guest's question.
- High Touch Areas – All the Highly used areas, such as, door handles, key cards, in-room phones, remotes, hand rails, elevator buttons, switches will be thoroughly and frequently sanitised.
- Hospital Level Care – We will use hospital graded equipment's to sanitise the room after every departure to ensure the safety of our guests.
- Screened Arrivals – Reception desk will have a mounted screen to protect our guests and staff.
- Goods Quarantine - Every delivery item will be placed in a quarantine zone before bringing them in the hotel.
- PPE – All our staff will wear masks and glove whilst speaking to the guest if they are in the non-safe distance. Masks and gloves can be made available to the guests at a cost.
- Lobby/Public Area – Social Distancing markings and signage will be posted in the lobby and public areas.
- Disclosure – A Self disclosure form will be made available for all our guests. Any guests admitting to any symptoms will be referred to the nearest hospital (St Marys Hospital).
- Temperature Test –
 - A - Every staff member's temperature will be checked before they enter the hotel.
 - B – Every guest's temperature will be checked before checking them in their respective rooms.
- Vents Cleaning – Every air-conditioning vent will be thoroughly cleaned and maintained.
- NHS Guidelines – All NHS guidelines are updated and shared at real-time with the entire staff.
- Greetings – A formal nod or Namaste with a verbal acknowledgement will be practiced by all our hotel staff.
- Employee Responsibility – All the staff meeting and break rooms will be duly marked with social distancing signages.

WELCOME BACK

We, The Craven Hotel, will always welcome our guests with the same love and enthusiasm. We will always be observant and keep you informed with any and all the changes implemented by the United Kingdom government.

We are alert, we are prepared and we are excited to welcome you once again.