

# Stay Safe in North Devon

We have thought about how we can safely begin to resume business and welcome guests to the hotel in the current environment. Principal to this is ensuring our team are safely working, and that risks are minimised for everyone. This includes hotel guests, local residents and the team.

Broadly our measures will include enhanced cleaning procedures, protection for both our guests and team, whilst encouraging best practice from our customers and team members.

Generally we are taking these actions

- Completed a thorough risk assessment
- Developed written guidance and procedures
- Publish and communicate these measures

This includes

- Increased cleaning frequency
- Focussing on busier areas & touch points
- Use of face coverings where appropriate
- Sanitise stations at entry, exit and other points
- Protective guest / desk screens
- No buffet services
- Signed customer flow in hotel

Within food and drink

- Bookable dining times
- Staggered times to eat
- Reduced table / seating density in house
- Home delivery continues
- Collection of meals

- Outside seasonal seating
- Tap and go for payments
- Ordering app for food and drink

For hotel staying guests

- Prepayment in advance of arrival
- Reduced occupancy levels
- Publish our guest etiquette
- Reception sneeze screen
- Encourage sensible use of our generous public areas
- Implementing a one-way flow
- Breakfast bags delivered to rooms
- Housekeeping staff well trained
- Isolated guest room cleaning
- Additional payment emailed bills
- In room dining is offered
- Phone app to handle guest requirements & needs

The Carlton Hotel has recently completed a £1.7M refurbishment programme which has resulted in modern, hygienic finishes in guest bedrooms and public areas. For example all bathrooms are fully tiled and public washrooms have touchless taps and handriers. Our reception, lounge, bar and brasserie floor area is over 300m<sup>2</sup> are bright, airy and spacious.