



## Our Sanitised Stays Promise

At Butcombe Pubs & Inns, we believe in being open and transparent with our guests and teams. Our hotels have always placed the highest emphasis on the safety and wellbeing of our guests with exacting standards of cleanliness and hygiene. With the risks associated with COVID 19, and in keeping with World Health Organisation and UK Government guidelines, we have implemented a number of additional measures across all our pubs and hotels.

Our health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from hand-washing hygiene and cleaning product specifications, to guest room and public area cleaning procedures. In keeping with our company values, please see below the finer detail around these extraordinary measures.

## Minimal-Touch Standard Operating Procedure

At Butcombe Pubs & Inns, we strongly believe in being completely transparent with our guests. We have listed in detail each and every measure that will be taken at our hotels to attain the highest standards of cleanliness and hygiene so that we can ensure the safety and wellbeing of our guests and teams.

<b>FRONT OF HOUSE</b>  Pre-arrival  Procedure	Frequency
Frequently asked questions regarding hygiene and sanitisation should be known to all team members.	Always
Sanitisation Station to be placed at the main entrance. The tray should have a hand sanitiser, disinfectant wipes and disposable gloves.	Always
Butcombe umbrellas are to be removed from use.	Always
For all guests, all check-in formalities should be completed online to minimise time spent by the guest at front desk.	Always
All guest keys to be sanitised using Delphis Eco Anti-Bac and pre-placed in the room prior to guest arrival.	Always
Welcome letter to be pre-placed in the room prior to guest arrival.	Always

<b>Front Desk &amp; Reception Area</b>  Procedure	Frequency
Free-standing signage to be placed at entrances, exits, front desk and outside public bathrooms to encouraging safe distancing.	Always
Distance marker signs on floors to highlight the correct physical distance for guests and team.	Always
Front counters/reception area to be sanitised using Delphis Eco Anti-Bac every hour and also after every guest.	Every hour
Desk telephone to be cleaned and sanitised using Delphis Eco Anti-Bac after every use. The solution should not be used directly but sprayed on a clean cloth and then applied.	Every use
Laptop screen/keyboard/mouse/printer to be sanitised Delphis Eco Anti-Bac after every hour. The solution should not be used directly but sprayed on a clean cloth and then applied.	Every hour
PDQ machines to be sanitised with disinfectant wipes after every use.	Every use
Electronic tablets/iPads used for check in to be sanitised disinfectant wipes after every use.	Every use
Hand sanitisers, disinfectant wipes, disposable masks and gloves should be available at all times.	Always
Front desk furniture to be sanitised every hour with Delphis Eco Anti-Bac and also after each use.	Every hour
Medical kit available at front desk to include masks, disposable gloves and bio disposable refuse sacks.	Always
All charging cables to be sanitised prior and post being given to the guest with Delphis Eco Anti-Bac after every hour. The solution should not be used directly but sprayed on a clean cloth and then applied.	Every use

<p><b>Check-In and Out</b></p> <p>Procedure</p>	<p>Frequency</p>
<p>Guests to be greeted maintaining a safe distance, with no physical contact. At least 2 metre gap needs to be provided between a team member and guest at all times.</p>	<p>Always</p>
<p>Reception to proactively request guests to send registration details through a digital registration link or phone to ensure minimal contact upon check-in.</p>	<p>Always</p>
<p>Reception to guarantee all reservations through credit/debit card or a digital payment link. Guest to be informed about the new relaxed cancellation policy.</p>	<p>Always</p>
<p>Printed form of documents to be avoided and an electronic mode of sharing to be adopted like email. If any hard copy is given to the guest, the same should be disposed after guest use.</p>	<p>Every guest</p>
<p>Advise guests to 'pay as they go' during their stay, informing them of the Butcombe app.</p>	<p>Always</p>
<p>Advise the guest at the time of check-in to inform their check-out plans in advance so that any bills can be made ready.</p>	<p>Always</p>
<p>Guests to be asked to carry their own bags.</p>	<p>Always</p>
<p>For guests unable to carry own luggage: team member to sanitise guest bag handles with Delphis Eco Anti-Bac. The solution should not be used directly but sprayed on a clean cloth and then applied. After sanitising the handles, the cloth is to be disposed of.</p>	<p>Always</p>
<p>Team member to maintain safe distance from the guest while collecting guest bags.</p>	<p>Always</p>
<p>Housekeeping to check the minifridge consumption on the telephone prior to guest departure.</p>	<p>Always</p>
<p>All guests requesting bag assistance on check-out must be offered an option to place their bags outside the room to maintain safe distance.</p>	<p>Always</p>
<p>Bags/luggage cannot be stored for guests after check-out.</p>	<p>Always</p>

<b>HOUSEKEEPING</b>	
External Areas	
Procedure	Frequency
External areas to be sprayed twice a day with Delphis Eco Anti-Bac.	Twice a day
All garden benches to be sanitised at the beginning of each shift and after every guest use with Delphis Eco Anti-Bac.	After use
Team members to sanitise their hands after cleaning any surface.	Always
Ash bins to be cleaned using Delphis Eco Anti-Bac.	Every hour
Smoking area walls and pillars to be cleaned using Delphis Eco Anti-Bac.	Every hour
Door handles and knobs to be wiped and disinfected using Delphis Eco Anti-Bac.	Every 20 mins
<b>Public Areas</b>	
Procedure	Frequency
Delphis Eco Multi-Purpose Cleaner to be used for mopping floors twice in each shift.	Twice in each shift
All common touch points like door handles, door knobs, chair arms, table tops to be cleaned using Delphis Eco Anti-Bac.	Every hour
All furniture and window ledges to be cleaned using Delphis Eco Anti-Bac.	Every hour
No furniture setup to be changed. Guests to be reminded of the safe distancing norms through signage.	Always
Appropriate colour coded cloths to be used for cleaning.	Always
All light fixtures and artwork to be cleaned using Delphis Eco Anti-Bac.	Once a day
All fire hydrants doors and fire extinguisher handles to be cleaned using Delphis Eco Anti-Bac.	Once a day
All furniture in the corridor/landing to be cleaned using Delphis Eco Anti-Bac with special focus on all touch points.	Every hour
Remove tissue boxes in all bathrooms.	Always

Remove any bins that are not pedal operated.	Always
Fire exit door handle to be cleaned using Delphis Eco Anti-Bac.	Once a day
Hand rails to be sanitised using Delphis Eco Anti-Bac.	Every hour
<b>Housekeeping Office</b>	
Procedure	Frequency
Segregate and label the shelves and bins for soiled linen and fresh linen to ensure there is no cross contamination.	Always
Linen shelves, bins, trolleys, cabinets and drawers to be cleaned and sanitised using Delphis Eco Anti-Bac before placing fresh linen.	Always
All touch points like door handles, electrical switches, thermostats, drawer handles, telephones to be sanitised using Delphis Eco Anti-Bac.	Always
All equipment to be cleaned and sanitised using Delphis Eco Anti-Bac with special focus on touch points like hose pipes, on/off switches, etc	Once a day
Floor to be mopped using Delphis Eco Multi-Purpose Cleaner. Special focus to be given to the corners, under linen shelves and behind main doors.	Twice a day
Pedal operated dustbin clearly labelled "Medical waste" to be used for disposing used facial masks/gloves/PPE kit, etc. Waste will be brought down in a sealed refuse sack and disposed of safely.	Always
Used cleaning cloths to be disposed of after every task or guest room.	Always
<b>Team Areas</b>	
Procedure	Frequency
Staff areas, such as lockers and pigeonholes to be cleaned using Delphis Eco Anti-Bac. Floor to be mopped using Delphis Eco Multi-Purpose Cleaner.	Twice a day
Sanitiser and PPE to be made available in staff room.	Always
Shift timings to be planned to allow staggered usage of staff room.	Always

<p><b>Guest Rooms</b></p> <p>Procedure</p>	<p>Frequency</p>
<p>Deep cleaning of guest rooms to be done using Delphis Eco Anti-Bac with extra focus on areas/surfaces such as door handles, remote control, desk, switches, sockets, flush handle, taps, vanity counter and bathroom floor.</p>	<p>After guest</p>
<p>Pillow slips to be sent to laundry for washing.</p>	<p>After guest</p>
<p>Ironing board covers to be sent to laundry for cleaning.</p>	<p>After use</p>
<p>All cushions, throws and overlay to be removed from all rooms.</p>	<p>Always</p>
<p>Disposable gloves to be worn by team members while cleaning. In the presence of a guest in an occupied room, face mask should also be worn.</p>	<p>Always</p>
<p>Team members to wash their hands after servicing each room. Disposable gloves to be changed after servicing each guest room.</p>	<p>Always</p>
<p>Heavy curtains, blinds, rugs, bed skirting, upholstered furniture and head board to be sprayed with Delphis Eco Anti-Bac.</p>	<p>After guest</p>
<p>Post departure, mugs and glasses to be sent to dish wash for cleaning. In occupied rooms used mugs and glasses to be replaced with clean from the main which have been cleaned in the dish wash at a temperature of at least 80°C.</p>	<p>Always</p>
<p>Wrapped disposable tumblers and take away coffee cups with lids available at guest's request.</p>	<p>Always</p>
<p>Post departure all unused room linen and bath linen to be sent to the laundry for washing.</p>	<p>After guest</p>
<p>All guest request items to be cleaned and sanitised before giving these to a guest.</p>	<p>Always</p>
<p>Butcombe hand sanitiser to be placed in all guest rooms prior to arrival.</p>	<p>Always</p>
<p>One toilet roll to be placed on holder. Additional available on request.</p>	<p>Always</p>
<p>'Sanitised Stay Promise' tag to be placed on the main door handle after the room has been cleaned, sanitised and inspected.</p>	<p>Always</p>
<p>Revision of extra cleaning check list to be done focusing on common touch points.</p>	<p>Always</p>

<p><b>Room Service</b></p> <p>Procedure</p>	<p>Frequency</p>
<p>Team member to clean and disinfect the service trays using Delphis Eco Anti-Bac</p> <p>Team member to carry a hand sanitiser while delivering an order. Safe distance to be maintained.</p> <p>Seek permission to enter the guest room with the guest order.</p> <p>Team member to agree clearance time from guest upon delivery.</p> <p>Safe distance to be maintained at the time of service and during clearance in the room.</p> <p>No clearance to be left in corridors landings. Staff to adhere to agree clearance time.</p> <p>All orders to be covered with a cloche.</p> <p>Sanitising wipe to be offered with order.</p>	<p>After use</p> <p>Always</p> <p>Always</p> <p>Always</p> <p>Always</p> <p>Always</p> <p>Always</p> <p>Every use</p>
<p><b>TEAM</b></p> <p>Departmental Policy</p> <p>Procedure</p>	<p>Frequency</p>
<p>Team members are not permitted on premises more than 15 minutes before shift starts.</p> <p>Team members are not permitted on premises more than 15 minutes after duty ends unless working in the department.</p> <p>Team members are not permitted in premises on off days.</p> <p>No visitors of staff are allowed inside the premises unless permitted by the management.</p> <p>Team members are allocated different areas according to the Daily Shift Planner</p> <p>Team members to wash their hands using liquid soap and warm water for minimum 20 seconds.</p> <p>Each hotel to decide on the maximum number of team members at any point of time, to maintain safe distance.</p>	<p>Always</p> <p>Always</p> <p>Always</p> <p>Always</p> <p>Every shift</p> <p>Always</p> <p>Always</p>

<p>Team members to maintain safe distancing while using the facilities in the changing room.</p>	<p>Always</p>
<p>Team members to ensure their personal clothes are placed inside the locker or bag. Soiled uniform and staff towel to be placed in soiled linen bags.</p>	<p>Always</p>
<p>Team members to only bring essential belongings to work to maintain personal/staff room hygiene.</p>	<p>Always</p>
<p>Clearly labelled peddle bin for medical waste (gloves, mask, etc) to be available.</p>	<p>Always</p>
<p>Team briefings to happen in open spaces/large areas where possible.</p>	<p>Always</p>
<p>Grooming check for all team members to be done maintaining safe distance. Wearing of a watch to be discouraged in all departments.</p>	<p>Always</p>
<p>Team members having symptoms like cough/cold/other breathing concerns to be reported to Human Resources Department immediately.</p>	<p>Always</p>
<p>All team members must carry hand sanitiser on their persons at all times.</p>	<p>Always</p>
<p>Dedicated workstations or sections to be allocated to maintain safe distance and minimal-touch procedures.</p>	<p>Always</p>