



# Heathcliff House

- Torquay -



## Risk Assessment Covid-19

In accordance with current restrictions, Heathcliff House is closed and will hopefully reopen on 17.05.21

Awaiting Government Guidance for Hospitality Businesses

It is expected that everyone takes responsibility for their own actions in order to stay safe

When may hazards be encountered?	Who might be harmed and what are the hazards?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Comments/Done
Pre-booking	<p>Guests, Nigel or Juliette</p> <p><input checked="" type="checkbox"/> Guests do not understand the requirements of the COVID-19 Secure Plan put in place by business</p> <p><input checked="" type="checkbox"/> Guests do not acknowledge required social distancing or the legal requirement to wear face coverings</p> <p><input checked="" type="checkbox"/> Let customers know that by law they can only</p>	<p><input checked="" type="checkbox"/> Encourage potential guests to read website page detailing COVID-19 Secure Plan</p> <p><input checked="" type="checkbox"/> Encourage potential guests not to travel if they are <i>especially vulnerable to COVID-19</i></p> <p><input checked="" type="checkbox"/> Explain to potential guests that they must be aware of the Local COVID Alert System and should avoid travel if their area is at high or very high alert level (14.10.20)</p>	<p><input checked="" type="checkbox"/> Contact potential guests outlining our COVID-19 Secure Plan and direct them to website page</p> <p><input checked="" type="checkbox"/> Check postcode of potential guests using <a href="https://www.gov.uk/find-coronavirus-local-restrictions">https://www.gov.uk/find-coronavirus-local-restrictions</a></p> <p><input checked="" type="checkbox"/> For areas under Tier 1 or Tier 2 <a href="#">Local COVID alert level: high</a> people may travel into and out of the area for leisure, work, or educational purposes and may stay in hotels or other</p>	Guests, Nigel or Juliette	Before arrival of guests	<p>Outside a high (Tier 2) or very high (Tier 3) Local COVID alert area, accommodation providers <i>may</i> continue to take bookings from resident of a high Local COVID alert area as travel from these areas is permitted.</p> <p>Accommodation providers <i>may</i> also continue to take bookings from residents of a very high Local COVID alert area, and recognise there are a number of reasons people from these areas may need to stay overnight (e.g. for work or for school).</p> <p>Accommodation providers should not intentionally facilitate interaction indoors between more than one household/support bubble from within an area with high or very high alert levels.</p>

	<p>visit in groups of a certain size depending on the local alert level in place in the area</p>	<p><input checked="" type="checkbox"/> Reinforce need for required social distancing and the legal requirement to wear face coverings unless exempt</p> <p><input checked="" type="checkbox"/> Check with customers on arrival who they are with and how many people will be attending.</p> <p><input checked="" type="checkbox"/> Put up signs to remind customers to only interact with their group.</p>	<p>forms of accommodation within their own household/support bubble. People should look to reduce the number of journeys they make where possible.</p> <p>For areas under Tier 3 <a href="#">Local COVID alert level: very high</a> all individuals should avoid overnight stays within a Local COVID alert level: very high area, other than for work, education or other essential purposes, and similarly people not to travel into or out of areas designated Local COVID alert level: very high.</p>			<p>All accommodation providers to consider their approach towards guests from inside areas designated Local COVID alert level: very high area (Tier 3 or 4). with local restrictions.</p> <p>Accommodation providers should communicate to all customers, including those with existing bookings, reminding them not to travel outside the area unless it is essential (such as for work purposes or attending a funeral).</p> <p>For existing bookings, accommodation providers should give guests a chance to cancel their bookings if they intend on no longer travelling and staying at the accommodation.</p> <p>If guests are not able to take a planned holiday due to local restrictions, we encourage accommodation providers to offer alternative dates if this can be agreed with the customer. If this cannot be arranged, we encourage businesses to provide a refund as they have for customers during the broader period of national restrictions, which may depend on the terms of the booking contract.</p>
<p>sPre-arrival – At time of booking</p>	<p>Guests, Nigel or Juliette</p> <p><input checked="" type="checkbox"/> Guests book but do not understand the requirements of the COVID-19 Secure Plan put in place by business</p>	<p><input checked="" type="checkbox"/> Encourage booked guests to read page on website detailing COVID-19 Secure Plan</p> <p><input checked="" type="checkbox"/> Reinforce need for required social distancing and the legal requirement to</p>	<p><input checked="" type="checkbox"/> When guests book, direct them to website page and send details of COVID-19 Secure Plan in pre-arrival email</p>	<p>Guests, Nigel or Juliette</p>	<p>Before arrival of guests</p>	<p>Accommodation providers outside of an area with restrictions <b>may refuse a booking or cancel a booking from guests from inside a Local COVID alert level: very high area</b>. The decision to refuse service is at the discretion of the business owner.</p>

	<input checked="" type="checkbox"/> Guests do not acknowledge required social distancing or the legal requirement to wear face coverings	wear face coverings unless exempt	<input checked="" type="checkbox"/> Advise changes to usual practices in pre-arrival email			<p>Any decision to refuse service should be done with sufficient notice to the guest, and we would expect any funds already paid by the consumer to be repaid.</p> <p>If a booking is cancelled, either by the guest or the provider, we offer alternative dates if this can be agreed with the customer. If this cannot be arranged, we may provide a refund as you have for customers during the broader lockdown period, which may depend on the terms of the booking contract</p>
<p>Pre-arrival - Guests are not fit to travel</p> <p>Nigel or Juliette are not fit to host</p>	<p>Guests, Nigel or Juliette</p> <p><input checked="" type="checkbox"/> Guests feel unwell or show any known COVID-19 symptoms in the lead up to their stay</p> <p><input checked="" type="checkbox"/> Nigel or Juliette feel unwell or show any known COVID-19 symptoms in the lead up to a guest stay</p>	<p><input checked="" type="checkbox"/> Guests will notify Nigel and Juliette immediately if they feel unwell or show any known COVID-19 symptoms prior to their arrival and will be required to cancel their stay</p> <p><input checked="" type="checkbox"/> Nigel or Juliette will inform guests immediately if either is unwell and Heathcliff House will close to guests</p>	<input checked="" type="checkbox"/> Deposit policy will apply	Guests, Nigel or Juliette	Before arrival of guests	
<p>Pre-arrival – Guests town of residence is put in local lockdown</p>	<p>Guests</p> <p><input checked="" type="checkbox"/> Guests travel and may have COVID-19</p>	<p><input checked="" type="checkbox"/> Review Gov.uk website daily to see current list of places in local lockdown and timescales of lockdown</p> <p><input checked="" type="checkbox"/> Review forthcoming guest list regularly to see if their address is on the current list of places in local lockdown</p>	<input checked="" type="checkbox"/> Contact impacted guests to advise them that they cannot travel and will need to rearrange their stay	Guests, Nigel or Juliette	Before arrival of guests	
<p>Pre-arrival and during stay -</p>	Guests, Nigel or Juliette	<input checked="" type="checkbox"/> Review Gov.uk website daily to see current list of	<input checked="" type="checkbox"/> Advise all guests currently staying that they will need to return home	Guests, Nigel or Juliette	Before arrival	

Torquay/Torbay is put in local lockdown	<input checked="" type="checkbox"/> Guests, Nigel or Juliette may have COVID-19	places in local lockdown and timescales of lockdown	immediately and self-isolate. <input checked="" type="checkbox"/> contact forthcoming guests to advise them that they cannot travel and will need to rearrange their stay		During stay	
Arriving – In the car park Queuing outside	Guests, Nigel or Juliette  <input checked="" type="checkbox"/> Guests arriving together in car park, not acknowledging required social distancing or the legal requirement to wear face coverings  <input checked="" type="checkbox"/> Guests return to car for luggage but other guests are arriving	<input checked="" type="checkbox"/> Staggering arrival times  <input checked="" type="checkbox"/> Suggesting guests call once they arrive in the car park  <input checked="" type="checkbox"/> Suggesting guests stay in car and await phone call to enter property rather than queue to enter property  <input checked="" type="checkbox"/> Guests approach front door with their luggage  <input checked="" type="checkbox"/> Avoid guests ringing door bell (potential high traffic touch point)  <input checked="" type="checkbox"/> Reinforce need for required social distancing and the legal requirement to wear face coverings	<input checked="" type="checkbox"/> Advise change of arrival process in pre-arrival email  <input checked="" type="checkbox"/> Ensure guests give arrival time  <input checked="" type="checkbox"/> Schedule arrival times to avoid gathering or queuing in the car park  <input checked="" type="checkbox"/> Ensure guests are aware they should not get out of car if they cannot socially distance  <input checked="" type="checkbox"/> Call guests to invite them to approach front door	Guests, Nigel or Juliette	Before arrival  During arrival	Consider closing out every other parking space and positioning tape on floor to denote required spaced queuing areas
Arriving – Entering Heathcliff House  <b>FACE COVERINGS MANDATORY UNLESS EXEMPT</b>	Guests, Nigel or Juliette  <input checked="" type="checkbox"/> Guests arriving as other guests or staff are leaving, not acknowledging required social distancing or the legal requirement to wear face coverings	<input checked="" type="checkbox"/> Nigel or Juliette open inner and outer front door and step back to reception desk  <input checked="" type="checkbox"/> Guests wear face coverings	<input checked="" type="checkbox"/> Advise change of arrival process in pre-arrival email  <input checked="" type="checkbox"/> Sanitise front door handles before next guests arrive	Guests, Nigel or Juliette	Before arrival  During arrival	

	<input checked="" type="checkbox"/> Guests needing to open doors on way in (high traffic touch points)	<input checked="" type="checkbox"/> Guests close outer front door (hand sanitiser available on dresser by front door) <input checked="" type="checkbox"/> Guests approach to required line on floor in hallway <input checked="" type="checkbox"/> Hand sanitiser on reception desk				
Arriving – Reception and Check in  <b>FACE COVERINGS MANDATORY UNLESS EXEMPT</b>	Guests, Nigel or Juliette  <input checked="" type="checkbox"/> Guests arriving as other guests or staff are leaving, not acknowledging required social distancing or the legal requirement to wear face coverings  <input checked="" type="checkbox"/> Contamination from money or card payment machine	<input checked="" type="checkbox"/> Signs to remind guests to remain behind the required social distancing line <input checked="" type="checkbox"/> Guests approach to required line on floor in hallway <input checked="" type="checkbox"/> Check in will be paperless <input checked="" type="checkbox"/> No cash or card payments to be taken <input checked="" type="checkbox"/> Heathcliff House QR Code Poster displayed (NHS COVID-19 App) – <b>guests will be encouraged to scan in each day</b> <input checked="" type="checkbox"/> Guests wear face coverings	<input checked="" type="checkbox"/> Advise change of arrival process in pre-arrival email  <input checked="" type="checkbox"/> Full name, address and telephone number required for every guest in case track or trace needs to be actioned  <input checked="" type="checkbox"/> Take payment for accommodation and booked extras on morning of arrival  <input checked="" type="checkbox"/> Purchases during stay e.g. drinks or evening meals will be made by contactless payment Maintain card details for any further purchases during stay	Guests, Nigel or Juliette	Before arrival  During arrival	Screen on reception if it proves too difficult for guests to adhere to required social distancing rule
Arrival and Departure – Key allocation  <b>FACE COVERINGS</b>	Guests, Nigel or Juliette  <input checked="" type="checkbox"/> Passing potentially contaminated key	<input checked="" type="checkbox"/> Sanitise keys on departure <input checked="" type="checkbox"/> Key in door of room for guest to remove on arrival	<input checked="" type="checkbox"/> Advise change to check out routine in pre-arrival email  <input checked="" type="checkbox"/> Provide tub of disinfectant for keys left on	Guests, Nigel or Juliette	Before arrival  During arrival	

<p><b>MANDATORY UNLESS EXEMPT</b></p>		<p><input checked="" type="checkbox"/> Reminder to keep key with them at all times</p>	<p>departure to prevent handling of potentially contaminated key</p>		<p>During check out</p>	
<p>Arrival, during stay and departure – Travel to and from the room, in corridors or on stairs</p> <p><b>FACE COVERINGS MANDATORY UNLESS EXEMPT</b></p>	<p>Guests, Nigel or Juliette</p> <p><input checked="" type="checkbox"/> Guests inadvertently congregating in common areas, not acknowledging required social distancing or the legal requirement to wear face coverings</p> <p><input checked="" type="checkbox"/> Guests touching potentially contaminated high traffic touch points, light switches, door handles, bannisters</p>	<p><input checked="" type="checkbox"/> Guests wear face coverings</p> <p><input checked="" type="checkbox"/> Utilise one-way system around ground and first floor using both flights of stairs</p> <p><input checked="" type="checkbox"/> Directions given to room rather than showing to the room</p> <p><input checked="" type="checkbox"/> One-way up main stairs down stairs at front</p> <p><input checked="" type="checkbox"/> Careful cleaning of high traffic touch points, light switches, door handles, bannisters every 60 minutes</p>	<p><input checked="" type="checkbox"/> Advise change to travel within accommodation in pre-arrival email</p> <p><input checked="" type="checkbox"/> Point out signs for one-way and wait</p> <p><input checked="" type="checkbox"/> Cleaning of high traffic touch points, light switches, door handles, bannisters every 30 minutes to be recorded</p>	<p>Guests, Nigel or Juliette</p>	<p>During arrival</p> <p>During stay</p> <p>During check out</p>	
<p>Arrival and departure – Help with luggage</p> <p><b>FACE COVERINGS MANDATORY UNLESS EXEMPT</b></p>	<p>Guests, Nigel or Juliette</p> <p><input checked="" type="checkbox"/> Guests not acknowledging required social distancing or the legal requirement to wear face coverings</p> <p><input checked="" type="checkbox"/> Handles of luggage contaminated</p>	<p><input checked="" type="checkbox"/> Guests step back to inner front door</p> <p><input checked="" type="checkbox"/> Bags placed by room door, to avoid entering room unnecessarily, whilst guests wait in reception,</p> <p><input checked="" type="checkbox"/> Wash hands after handling bags</p>	<p><input checked="" type="checkbox"/> Advise change to luggage help in pre-arrival email</p>	<p>Guests, Nigel or Juliette</p>	<p>During arrival</p> <p>During check out</p>	
<p>During stay - Bedroom</p>	<p>Guests, Nigel or Juliette</p> <p><input checked="" type="checkbox"/> Potential contamination of hard surfaces</p>	<p><input checked="" type="checkbox"/> Guest information book accessible online</p>	<p><input checked="" type="checkbox"/> Advise change to housekeeping and cleaning practices in pre-arrival email</p>	<p>Guests, Nigel or Juliette</p>	<p>During stay</p>	

	<input checked="" type="checkbox"/> Potential contamination of soft surfaces  <input checked="" type="checkbox"/> Guests touching potentially contaminated high traffic touch points  <input checked="" type="checkbox"/> Contamination from another person entering bedroom	<input checked="" type="checkbox"/> Adhere to Government Guidelines Cleaning for Non-clinical settings  <input checked="" type="checkbox"/> Careful cleaning of high traffic touch points e.g. light switches, door handles, kettle  <input checked="" type="checkbox"/> Reduce number of people entering bedroom to guests only. Bedroom will not be cleaned during stay	<input checked="" type="checkbox"/> Disposable one-page letter to explain new room servicing practices and level of cleaning since room last used			
During stay - Bathroom	<p>Guests, Nigel or Juliette</p> <input checked="" type="checkbox"/> Potential contamination of hard surfaces  <input checked="" type="checkbox"/> Potential contamination of soft surfaces  <input checked="" type="checkbox"/> Guests touching potentially contaminated high traffic touch points  <input checked="" type="checkbox"/> Contamination from another person entering bathroom	<input checked="" type="checkbox"/> Adhere to Government Guidelines Cleaning for Non-clinical settings  <input checked="" type="checkbox"/> Careful cleaning of high traffic touch points e.g. light switches, door handles, taps, shower controls  <input checked="" type="checkbox"/> Reduce number of people entering bathroom to guests only. Bathroom will not be cleaned during stay	<input checked="" type="checkbox"/> Advise change to housekeeping and cleaning practices in pre-arrival email	Guests, Nigel or Juliette	During stay	
During stay – Tea tray	<p>Guests, Nigel or Juliette</p> <input checked="" type="checkbox"/> Potential contamination of hard surfaces	<input checked="" type="checkbox"/> Simplified offering  <input checked="" type="checkbox"/> Adhere to Government Guidelines Cleaning for Non-clinical settings  <input checked="" type="checkbox"/> When cleaning room extra attention for high traffic touch points e.g. Kettle	<input checked="" type="checkbox"/> Advise change to housekeeping and cleaning practices in pre-arrival email e.g. mugs/spoons to be left outside with rubbish, request for more supplies to be made at breakfast, supplies and clean cups to be provided	Guests, Nigel or Juliette		

<p>During stay – Room service</p>	<p>Guests, Nigel or Juliette</p> <p><input checked="" type="checkbox"/> Guests may not wish to enter the lounge bar to purchase drinks</p> <p><input checked="" type="checkbox"/> Guests inadvertently congregating in common areas, not acknowledging required social distancing or the legal requirement to wear face coverings</p>	<p><input checked="" type="checkbox"/> Lounge bar open to four guests to ensure guests do not inadvertently congregate and fail to acknowledge required social distancing</p> <p><input checked="" type="checkbox"/> Drinks can be ordered by telephone 01803 211580, knock door and leave drinks for collection on landing table</p> <p><input checked="" type="checkbox"/> Guests may use the garden and drinks should be collected from Reception Desk</p>	<p><input checked="" type="checkbox"/> Advise change to bar operation in pre-arrival email</p> <p><input checked="" type="checkbox"/> Advise change to use of garden in pre-arrival email</p>	<p>Guests, Nigel or Juliette</p>	<p>During stay</p>	
<p>During stay – Lounge Bar</p> <p>The bar will remain closed while Devon is in Tier 2</p>	<p>Guests, Nigel or Juliette</p> <p><input checked="" type="checkbox"/> Guests inadvertently congregating in bar and other common areas, not acknowledging required social distancing or the legal requirement to wear face coverings</p>	<p><input checked="" type="checkbox"/> Limiting capacity of lounge bar to <b>FOUR GUESTS</b> from the same household to ensure required social distancing</p> <p><input checked="" type="checkbox"/> Guests will remain seated and Nigel or Juliette will serve their drinks</p> <p><input checked="" type="checkbox"/> Bar will close at 10 p.m.</p>	<p><input checked="" type="checkbox"/> Advise change to bar operation in pre-arrival email</p>	<p>Guests, Nigel or Juliette</p>	<p>During stay</p>	<p>Drinks may be served with dinner in the breakfast room</p>
<p>During stay – Room cleaning and rubbish</p>	<p>Guests, Nigel or Juliette</p> <p><input checked="" type="checkbox"/> Contamination of room by Nigel or Juliette</p> <p><input checked="" type="checkbox"/> Contamination of room by guests</p>	<p><input checked="" type="checkbox"/> To reduce risk of contamination, rooms will not be serviced during guest stay.</p> <p><input checked="" type="checkbox"/> To reduce risk of contamination, guests will be the only people to enter rooms unless essential entry is required</p> <p><input checked="" type="checkbox"/> Black sack provided for rubbish, which is placed outside the door when guests go out each day</p>	<p><input checked="" type="checkbox"/> Advise change to housekeeping and cleaning practices in pre-arrival email</p>	<p>Guests, Nigel or Juliette</p>	<p>During stay</p>	



		<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Some wipes provided for guests to clean high traffic touch points</li> </ul>				
During stay - Breakfast offering	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Guests cannot acknowledge required social distancing in Breakfast Servery</li> <li><input checked="" type="checkbox"/> Guests have not washed their hands and handle items in the Breakfast Servery</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Remove buffet from Servery but add usually self-selected items to menu, including juice, cereal, sweet treats, fruit salad, yoghurt and jams</li> <li><input checked="" type="checkbox"/> Remove hot drink making facilities, these will now be provided</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Hand sanitiser provided on entry to Breakfast Room</li> <li><input checked="" type="checkbox"/> Drinks delivered to collection point one table at a time –wash hands between delivery of one table to collection point and delivery of next table’s drinks</li> <li><input checked="" type="checkbox"/> Guests to return used items of crockery to the collection point when they have finished to reduce contact with Juliette or Nigel</li> </ul>	Guests, Nigel or Juliette	During stay	
<p>Breakfast service</p> <p><b>FACE COVERINGS MANDATORY UNLESS EXEMPT UNTIL GUESTS ARE SEATED AT THEIR TABLE</b></p>	<p>Guests, Nigel or Juliette</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Guests do not acknowledge required social distancing in Breakfast Room</li> <li><input checked="" type="checkbox"/> Guests have not washed their hands and handle items in the breakfast room including sugar bowls, cruets</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Remind guests of required social distancing in Breakfast Room</li> <li><input checked="" type="checkbox"/> Space tables in the breakfast room with required distancing between chairs</li> <li><input checked="" type="checkbox"/> Tables positioned with chairs back to back</li> <li><input checked="" type="checkbox"/> Allocated table for entire stay</li> <li><input checked="" type="checkbox"/> Tape required areas for tables and appropriate signage</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Advise changes to breakfast service in pre-arrival email</li> <li><input checked="" type="checkbox"/> Show photographs of breakfast room and distancing measures</li> <li><input checked="" type="checkbox"/> Nigel will remain in kitchen – only Juliette (with face covering) will interact with guests and serve food - reducing contact with guests</li> <li><input checked="" type="checkbox"/> Take orders from safety square to maintain</li> </ul>	Guests, Nigel Juliette	During stay	

		<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Safety square for member of staff</li> <li><input checked="" type="checkbox"/> Plates delivered to collection point one table at a time – Nigel or Juliette wash hands between delivery of one table to collection point and delivery of next table’s food</li> <li><input checked="" type="checkbox"/> Guests to return used items of crockery to the collection point when they have finished to reduce contact with Juliette or Nigel</li> <li><input checked="" type="checkbox"/> Dependent upon occupancy, allocate 1<sup>st</sup> or 2<sup>nd</sup> sitting to guests so guests maintain a “bubble” e.g. rooms 2,3,4,5 followed by rooms 6,7,8,9 – guests cannot swap sitting</li> <li><input checked="" type="checkbox"/> 15 minute clean and re-lay time allocated between sittings</li> <li><input checked="" type="checkbox"/> Sanitise or replace menus</li> <li><input checked="" type="checkbox"/> Keep sugar bowl and cruets specific to guests and sanitise each day</li> <li><input checked="" type="checkbox"/> On departure dish wash sugar bowl and cruet, refill with sugar, salt and pepper</li> </ul>	<p>required social distancing for guests and Nigel or Juliette</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Explain set up of sittings, taking orders, delivery of food to table for collection</li> <li><input checked="" type="checkbox"/> All crockery to be washed in dishwasher or with boiling water, cutlery to be left in boiling water</li> <li><input checked="" type="checkbox"/> Hand sanitiser at entrance to breakfast room</li> </ul>			
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<p>Check out</p> <p>FACE COVERINGS MANDATORY UNLESS EXEMPT</p>	<p>Guests, Nigel or Juliette</p> <p><input checked="" type="checkbox"/> Guests inadvertently congregating in common areas, not acknowledging required social distancing or the legal requirement to wear face coverings</p> <p><input checked="" type="checkbox"/> Contamination from money or card payment machine</p>		<p><input checked="" type="checkbox"/> Provide tub of disinfectant for keys left on departure to prevent handling of potentially contaminated key</p> <p><input checked="" type="checkbox"/> Please open window in room</p> <p><input checked="" type="checkbox"/> Contact us so we can come and say "until the next time"</p>	<p>Guests, Nigel or Juliette</p>	<p>During checkout</p>	
<p>At the Property</p>	<p><input checked="" type="checkbox"/> Nigel and Juliette will confirm they are not suffering from any symptoms</p>	<p><input checked="" type="checkbox"/> Nigel and Juliette live on site</p> <p><input checked="" type="checkbox"/> Nigel and Juliette are not <i>especially at risk to COVID-19</i></p> <p><input checked="" type="checkbox"/> Nigel and Juliette have limited contact outside the property</p> <p><input checked="" type="checkbox"/> Nigel and Juliette wash their hands on transitioning from their own accommodation to the letting accommodation</p> <p><input checked="" type="checkbox"/> Nigel and Juliette wear fresh clothes every day, which are laundered above 60°C</p> <p><input checked="" type="checkbox"/> Nigel and Juliette wear fresh aprons every day, aprons are laundered above 60°C</p> <p><input checked="" type="checkbox"/> Juliette has undertaken COVID-19 Crisis training 03.06.20</p>		<p>Nigel Juliette</p>	<p>Before arrival of guests</p>	

		<input checked="" type="checkbox"/> Nigel and Juliette are from the same household so required social distancing is not necessary in the kitchen area  <input checked="" type="checkbox"/> Strict cleaning procedures in place in kitchen and to remain in place  <input checked="" type="checkbox"/> Opening/closing routines to continue				
Outdoor areas – Smoking Shelter	<p>Guests</p> <p>Nigel and Juliette do not smoke</p> <p><input checked="" type="checkbox"/> Guests congregating in smoking area, not acknowledging required social distancing outside</p> <p><input checked="" type="checkbox"/> Guests more frequently touching high traffic touch points e.g. front doors</p>	<input checked="" type="checkbox"/> Guests to remain required apart if using the smoking shelter  <input checked="" type="checkbox"/> Guests to be mindful going in and out of front doors to smoking shelter may increase their risk of contamination	If use of smoking shelter becomes a problem area then it may be necessary to close the shelter to guests	Guests, Nigel or Juliette		
Outdoor areas – Garden	<input checked="" type="checkbox"/> Guests congregating in garden, not acknowledging required social distancing	<input checked="" type="checkbox"/> Guests to remain required distance apart if using the garden  <input checked="" type="checkbox"/> Guests will not move the chairs which have been placed in pairs required distance apart if using the garden  <input checked="" type="checkbox"/> Guests to take care moving around the garden	<input checked="" type="checkbox"/> Remind guests to remain required apart if using the garden  <input checked="" type="checkbox"/> Remind guests not to move pairs of chairs closer than required apart if using the garden  <input checked="" type="checkbox"/> Remind guests of steep gradient of meadow bank and to use path to reach	Guests, Nigel or Juliette	During stay	

			lower meadow lawn in the garden			
Deliveries	<p>Guests, Nigel or Juliette, delivery driver</p> <p><input checked="" type="checkbox"/> Close contact with driver may cause contamination</p> <p><input checked="" type="checkbox"/> Cross contamination from delivery to Nigel and Juliette</p>	<p><input checked="" type="checkbox"/> Guests do not answer front door if bell rings</p> <p><input checked="" type="checkbox"/> Driver to ring front door bell and leave delivery on open porch</p> <p><input checked="" type="checkbox"/> Payment for deliveries made without contact</p> <p><input checked="" type="checkbox"/> Nigel and Juliette to wash hands before collecting delivery</p> <p><input checked="" type="checkbox"/> Nigel and Juliette to wash hands after collecting delivery</p>	<p><input checked="" type="checkbox"/> Remind guests not to answer front door if bell rings</p> <p><input checked="" type="checkbox"/> Signs to remind Nigel and Juliette to wash their hands</p>	Nigel or Juliette	During stay	
During stay – Toilet use	No “public” toilets	<p><input checked="" type="checkbox"/> Guests will return to their rooms to go to the toilet</p> <p><input checked="" type="checkbox"/> Nigel and Juliette will return to their accommodation</p>	<input checked="" type="checkbox"/> Nigel and Juliette will wash their hands on re-entering the letting accommodation from their accommodation	Guests, Nigel or Juliette	During stay	
During stay -Feeling unwell	<p>Guests, Nigel or Juliette</p> <p><input checked="" type="checkbox"/> Guests feel unwell or show any known COVID-19 symptoms during their stay</p> <p><input checked="" type="checkbox"/> Guests travelling by public transport should consider how they will return home if they are unwell and test positive for Coronavirus</p> <p><input checked="" type="checkbox"/> Nigel or Juliette feel unwell or show any</p>	<p><input checked="" type="checkbox"/> Guests will notify Nigel and Juliette immediately if they feel unwell or show any known C-19 symptoms during their stay</p> <p><input checked="" type="checkbox"/> Guests will book a test immediately</p> <p><input checked="" type="checkbox"/> Guests will return home</p> <p><input checked="" type="checkbox"/> If a guest needs to remain at Heathcliff House to self-isolate then they will be required to pay all expenses incurred by their extended stay including but not limited to accommodation, food</p>	<p><input checked="" type="checkbox"/> Check symptoms at <a href="https://www.gov.uk/coronavirus">https://www.gov.uk/coronavirus</a></p> <p><input checked="" type="checkbox"/> Check how to book a local test at <a href="https://www.torbay.gov.uk/news/pr8065/">https://www.torbay.gov.uk/news/pr8065/</a> if still available (possibly not after 16.06.20) Book a test at <a href="https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested">https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested</a></p> <p><input checked="" type="checkbox"/> Refer to guidelines on what should happen if an</p>	Guests, Nigel or Juliette	During stay	

	<p>known COVID-19 symptoms during their stay</p>	<p>and drinks and will be required to pay any costs incurred for all affected bookings</p> <p><input checked="" type="checkbox"/> Nigel and Juliette will inform guests immediately if they feel unwell or show any known C-19 symptoms during the guest stay. They will book a test. Heathcliff House will close.</p>	<p>unwell guest has to extend their stay at Heathcliff House</p> <p><a href="https://www.torbay.gov.uk/media/14424/tourism-accommodation-action-card-part-1.pdf?fbclid=IwAR0T5wMqgwRcrTH1hnAxb2e4dqAPW-xYT-ardswDkHmxlrJvyl9pWohPHY">https://www.torbay.gov.uk/media/14424/tourism-accommodation-action-card-part-1.pdf?fbclid=IwAR0T5wMqgwRcrTH1hnAxb2e4dqAPW-xYT-ardswDkHmxlrJvyl9pWohPHY</a></p> <p><input checked="" type="checkbox"/> Refer to Action Card Flowchart</p> <p><a href="https://www.torbay.gov.uk/media/14422/guest-tourism-accommodation-actioncard_flowchart-part-2.pdf?fbclid=IwAR3LmKz5MnEfZv7ipC_cmoAOryUbw5oqoKAalATAeUZjbMkizBnL1FrAbY">https://www.torbay.gov.uk/media/14422/guest-tourism-accommodation-actioncard_flowchart-part-2.pdf?fbclid=IwAR3LmKz5MnEfZv7ipC_cmoAOryUbw5oqoKAalATAeUZjbMkizBnL1FrAbY</a></p> <p><input checked="" type="checkbox"/> Refer to guidelines on what should happen if Nigel or Juliette are unwell</p> <p><input checked="" type="checkbox"/> Communicate with Public Health at <a href="http://torbay.gov.uk">torbay.gov.uk</a></p>			
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Pre-booking	Page on website detailing COVID-19 Secure plan and link to risk assessment
Pre-arrival	Sending a pre-arrival email explaining the new procedures
If social distancing cannot be observed for any reason	Nigel and Juliette will wear masks to protect the guests
Fire alarm	Priority should be to clear the house as swiftly as possible maintaining social distancing if at all possible. Social distancing to be maintained at Meeting Point.

Written by Nigel and Juliette Ede, with reference to the following guidance:

Visitor Economy guidance: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy>

Working Safely during Coronavirus COVID-19 <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

Public Health guidance: <https://www.gov.uk/coronavirus>

Hotel and other guest accommodation guidance: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation>

Public Health <https://www.hse.gov.uk/risk/assessment.htm>

Staying Alert and Safe (Social Distancing) <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing>

Working Safely Guidance – travelling <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

Food Safety <https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>

Cleaning guidance <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>

Restaurants, Pubs, Bars and Takeaway Service Guidance <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>

B&B Association Coronavirus COVID-19 <http://www.bandbassociation.org/coronavirus.htm>

UK Hospitality <https://www.ukhospitality.org.uk/page/UKHospitalityGuidanceforHospitality>

Meeting People from other Households <https://www.gov.uk/guidance/meeting-people-from-outside-your-household-from-4-july>

Action Card Flowchart [https://www.torbay.gov.uk/media/14422/guest-tourism-accommodation-actioncard\\_flowchart-part-2.pdf?fbclid=IwAR3LmKz5MnEfZv7ipC\\_cmoAOryUbw5oqoKAalATAeUzjbMkizBnL1FrAbY](https://www.torbay.gov.uk/media/14422/guest-tourism-accommodation-actioncard_flowchart-part-2.pdf?fbclid=IwAR3LmKz5MnEfZv7ipC_cmoAOryUbw5oqoKAalATAeUzjbMkizBnL1FrAbY)

Covid-19 Accommodation Action Card <https://www.torbay.gov.uk/media/14424/tourism-accommodation-action-card-part-1.pdf?fbclid=IwAROT5wMqgwRcrTH1hnAxb2e4dqAPW-xYT-ardswDkHmxlrJvyl9pWohPHY>

Torbay Council updated Action Card and Flowchart <https://www.torbay.gov.uk/health-and-wellbeing/public-health/coronavirus/advice-and-support-for-businesses/action-card-and-flowchart/>

What has changed 22.09.20 <https://www.gov.uk/government/news/coronavirus-covid-19-what-has-changed-22-september>

Updates 26.10.20 <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation>

Updates 26.11.20 <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

Updates 30.12.20 <https://www.gov.uk/government/news/formal-tiering-review-update-30-december-2020>

Postcode Checker <https://www.gov.uk/find-coronavirus-local-restrictions>

First draft of Risk Assessment	12.06.20 11.58
Second draft of Risk Assessment	25.06.20 17.14
Third draft of Risk Assessment	27.06.20 09.40
Fourth draft of Risk Assessment	30.06.20 11.00
Fifth draft of Risk Assessment	31.07.20 16.20
Sixth draft of Risk Assessment	23.09.20 15.52
Seventh draft of Risk Assessment	26.10.20 18.38
Eighth draft of Risk Assessment	27.11.20 10.39
Ninth draft of Risk Assessment	30.12.20 18.31
Tenth draft of Risk Assessment	25.01.21 10.22
Eleventh draft of Risk Assessment	16.04.21 16.52

Awarded Visit England “We’re Good to Go” Industry Standard 25.06.20 and renewed for 2021

Awarded World Travel and Tourism Council “Safe Travels” Industry Standard for 2021