



Heathcliff House

- Torquay -



A responsible small business, part of the Responsible Riviera

Risk Assessment Covid-19 19.07.21

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

Heathcliff House is open and working in accordance with Government Guidance.

We are taking a cautious approach to the withdrawal of social distancing and restrictions

We encourage guests to wear a face covering while walking through public areas of our home

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 actions?	When is the action needed by?	Comments/Done
<p>Pre-booking</p> <p>Responsible business as part of the Responsible Riviera</p> <p>We encourage everyone to take a cautious approach to the withdrawal of social distancing and restrictions</p>	<p>Guests, Nigel or Juliette</p> <p><input checked="" type="checkbox"/> Guests do not understand the requirements of the COVID-19 Secure Plan to reduce transmission put in place by business</p> <p><input checked="" type="checkbox"/> Guests are not fully vaccinated</p> <p><input checked="" type="checkbox"/> Guests travel with symptoms</p> <p><input checked="" type="checkbox"/> Guests consider themselves especially vulnerable</p>	<p><input checked="" type="checkbox"/> Encourage potential guests to read website page detailing ongoing COVID-19 Secure Plan to reduce transmission. Continue to promote HANDS FACE SPACE with additional ventilation</p> <p><input checked="" type="checkbox"/> Encourage potential guests to consider whether they have been fully vaccinated before travelling</p> <p><input checked="" type="checkbox"/> Encourage potential guests not to travel if they have any symptoms</p> <p><input checked="" type="checkbox"/> Encourage potential guests not to travel if they consider</p>	<p><input checked="" type="checkbox"/> Contact potential guests outlining our COVID-19 Secure Plan to reduce transmission and direct them to website page</p>	<p>Guests, Nigel or Juliette</p>	<p>Before arrival of guests</p>	<p><input checked="" type="checkbox"/> Continue to reassure guests by continuing to offer risk free bookings, deferring deposits and rearranging stays if people are unable travel due to self-isolation or COVID-19 infection</p>

COVID-status certification is not required in law as a condition of entry for visitors to any setting	<input checked="" type="checkbox"/> Guests are asymptomatic	<p>themselves to be especially “vulnerable”</p> <input checked="" type="checkbox"/> Encourage potential guests to take a lateral flow test before travelling				
<p>Pre-arrival – At time of booking</p> <p>COVID-status certification is not required in law as a condition of entry for visitors to any setting</p>	<p>Guests, Nigel or Juliette</p> <input checked="" type="checkbox"/> Guests book but do not understand the requirements of the COVID-19 Secure Plan to reduce transmission put in place by business	<input checked="" type="checkbox"/> Encourage booked guests to read page on website detailing COVID-19 Secure Plan to reduce transmission. Continue to promote HANDS FACE SPACE with additional ventilation <input checked="" type="checkbox"/> Encourage guests to consider whether they have been fully vaccinated before travelling <input checked="" type="checkbox"/> Encourage guests not to travel if they have any symptoms <input checked="" type="checkbox"/> Encourage guests not to travel if they consider themselves to be especially “vulnerable” <input checked="" type="checkbox"/> Encourage guests to take a lateral flow test before travelling	<input checked="" type="checkbox"/> When guests book, contact them and direct them to website page and send details of COVID-19 Secure Plan to reduce transmission in pre-arrival email <input checked="" type="checkbox"/> Advise changes to usual business practices in pre-arrival email	Guests, Nigel or Juliette	Before arrival of guests	<input checked="" type="checkbox"/> Continue to reassure guests by continuing to offer risk free bookings, deferring deposits and offering alternative dates to rearrange stays if people are unable travel due to self-isolation or COVID-19 infection
<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> <input checked="" type="checkbox"/> Guests feel unwell or show any known COVID-19 symptoms in the lead up to their stay <input checked="" type="checkbox"/> Nigel or Juliette feel unwell or show any known COVID-19 symptoms in the lead up to a guest stay	<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 <input checked="" type="checkbox"/> Nigel or Juliette will inform guests immediately if either is unwell and Heathcliff House will close to guests	<input checked="" type="checkbox"/> Deposit policy will apply in conjunction with risk-free bookings	Guests, Nigel or Juliette	Before arrival of guests	
<p>Arriving – In the car park</p>	<p>Guests, Nigel or Juliette</p> <input checked="" type="checkbox"/> Guests arriving together in car park	<input checked="" type="checkbox"/> Staggering arrival times to avoid groups of guests congregating in the public areas	<input checked="" type="checkbox"/> Advise change of arrival process in pre-arrival email <input checked="" type="checkbox"/> Ensure guests give arrival time	Guests, Nigel or Juliette	<p>Before arrival</p> <p>During arrival</p>	

<p>Lesser concern as car park is large and in the open air</p>	<p><input checked="" type="checkbox"/> Guests return to car for luggage but other guests are arriving</p>	<p><input checked="" type="checkbox"/> Guests call once they arrive in the car park to avoid multiple arrivals</p> <p><input checked="" type="checkbox"/> Avoid guests ringing door bell (potential high traffic touch point)</p> <p><input checked="" type="checkbox"/> Nigel and Juliette will continue to wear face coverings when interacting with guests</p> <p><input checked="" type="checkbox"/> Optional for guests to wear face coverings in public areas at Heathcliff House [published guidance will advise that wearing a face covering will reduce your risk and the risk to others, where you come into contact with people you don't normally meet in enclosed or crowded spaces]</p>	<p><input checked="" type="checkbox"/> Schedule arrival times to avoid gathering or queuing in the car park</p> <p><input checked="" type="checkbox"/> Nigel and Juliette reduce interaction time with guests as much as possible</p>			
<p>Arriving – Entering Heathcliff House</p>	<p>Guests, Nigel or Juliette</p> <p><input checked="" type="checkbox"/> Guests arriving as other guests or staff are leaving</p> <p><input checked="" type="checkbox"/> Guests needing to open doors on way in (high traffic touch points)</p>	<p><input checked="" type="checkbox"/> Nigel or Juliette open inner and outer front door and step back to reception desk</p> <p><input checked="" type="checkbox"/> Nigel and Juliette wear face coverings</p> <p><input checked="" type="checkbox"/> Optional for guests to wear face coverings in public areas at Heathcliff House [published guidance will advise that wearing a face covering will reduce your risk and the risk to others, where you come into contact with people you don't normally meet in enclosed or crowded spaces]</p> <p><input checked="" type="checkbox"/> Guests close outer front door (hand sanitiser available on dresser by front door)</p>	<p><input checked="" type="checkbox"/> Advise change of arrival process in pre-arrival email</p> <p><input checked="" type="checkbox"/> Sanitise front door handles before next guests arrive</p>	<p>Guests, Nigel or Juliette</p>	<p>Before arrival</p> <p>During arrival</p>	

		<input checked="" type="checkbox"/> Hand sanitiser on reception desk				
Arriving – Reception and Check-in	<p>Guests, Nigel or Juliette</p> <input checked="" type="checkbox"/> Guests arriving as other guests or staff are leaving	<input checked="" type="checkbox"/> Check in will be paperless <input checked="" type="checkbox"/> No cash or card payments <input checked="" type="checkbox"/> Heathcliff House QR Code Poster displayed (NHS COVID-19 App) – Guests advised in email they should check in if they can using the QR Code and NHS App <input checked="" type="checkbox"/> Optional for guests to wear face coverings [published guidance will advise that wearing a face covering will reduce your risk and the risk to others, where you come into contact with people you don't normally meet in enclosed or crowded spaces]	<input checked="" type="checkbox"/> Advise change of arrival process in pre-arrival email <input checked="" type="checkbox"/> Full name, address and telephone number required and maintained in PMS 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	Guests will be encouraged to scan QR code each day as they will be logged out at midnight each day by the app
Arrival and Departure – Key allocation	<p>Guests, Nigel or Juliette</p> <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"/> Reminder to keep key with them at all times	<input checked="" type="checkbox"/> Advise change to check out routine in pre-arrival email <input checked="" type="checkbox"/> Keys are sanitised when left on departure to prevent transmission	Guests, Nigel or Juliette	Before and during arrival During check out	
Arrival, during stay and departure – Travel to and from the room, in corridors or on stairs	<p>Guests, Nigel or Juliette</p> <input checked="" type="checkbox"/> Guests congregating in common areas <input checked="" type="checkbox"/> Guests touching potentially contaminated high traffic touch points, light switches, door handles, bannisters	<input checked="" type="checkbox"/> Guests will be discouraged from congregating in common areas <input checked="" type="checkbox"/> It is optional for guests to wear face coverings <input checked="" type="checkbox"/> Utilise one-way system around ground and first floor using both flights of stairs. One-way up main stairs down stairs at front <input checked="" type="checkbox"/> Directions given to room rather than showing to the room	<input checked="" type="checkbox"/> Advise change to travel within accommodation in pre-arrival email <input checked="" type="checkbox"/> Point out one way system but ask guests to use their common sense	Guests, Nigel or Juliette	During arrival During stay During check out	

		<input checked="" type="checkbox"/> Careful, frequent cleaning of high traffic touch points, light switches, door handles, bannisters				
Arrival and departure – Help with luggage	<p>Nigel or Juliette</p> <input checked="" type="checkbox"/> Handles of luggage contaminated	<input checked="" type="checkbox"/> Bags placed by room door, to avoid entering room unnecessarily, whilst guests wait in reception <input checked="" type="checkbox"/> Wash hands after handling bags	<input checked="" type="checkbox"/> Advise change to luggage help in pre-arrival email	Nigel or Juliette	<p>During arrival</p> <p>During check out</p>	
During stay - Bedroom	<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 bedroom	<input checked="" type="checkbox"/> Guest information book accessible online <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"/> Advise change to housekeeping and cleaning practices in pre-arrival email <input checked="" type="checkbox"/> Laminated wipe clean one-page letter to explain new room servicing practices and level of cleaning since room last used	Guests, Nigel or Juliette	During stay	
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	

<p>During stay – Tea tray</p>	<p>Guests, Nigel or Juliette</p> <p><input checked="" type="checkbox"/> Potential contamination of hard surfaces</p>	<p><input checked="" type="checkbox"/> Simplified offering</p> <p><input checked="" type="checkbox"/> Adhere to Government Guidelines Cleaning for Non-clinical settings</p> <p><input checked="" type="checkbox"/> When cleaning room extra attention for high traffic touch points e.g. Kettle</p>	<p><input checked="" type="checkbox"/> Advise change to housekeeping and cleaning practices in pre-arrival email e.g. mugs/spoons to be left in dirty cups basket, request for more supplies to be made at breakfast</p>	<p>Guests, Nigel or Juliette</p>		
<p>During stay – Lounge Bar</p>	<p>Guests, Nigel or Juliette</p> <p><input checked="" type="checkbox"/> Guests congregate in common areas</p>	<p><input checked="" type="checkbox"/> Limit capacity of lounge bar to SIX GUESTS plus Nigel and Juliette</p> <p><input checked="" type="checkbox"/> Table service - Guests will remain seated and Nigel or Juliette will serve their drinks</p> <p><input checked="" type="checkbox"/> Windows will remain open to offer increased ventilation</p>	<p><input checked="" type="checkbox"/> Advise change to bar operation in pre-arrival email</p> <p>[published guidance will advise that wearing a face covering will reduce your risk and the risk to others, where you come into contact with people you don't normally meet in enclosed or crowded spaces]</p>	<p>Guests, Nigel or Juliette</p>	<p>During stay</p>	<p>Drinks may be served with dinner in the breakfast room</p> <p>Drinks may be served to enjoy in rooms or the garden</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 – Nigel and Juliette will wear a mask</p> <p><input checked="" type="checkbox"/> Room bins needing emptying should be placed outside the bedroom door when the guests go out for the day</p> <p><input checked="" type="checkbox"/> Some wipes provided for guests to clean high traffic touch points</p> <p><input checked="" type="checkbox"/> Bag provided for used towels if fresh towels are required</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>	

<p>During stay - Breakfast offering</p>	<p>Guests, Nigel and Juliette</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Guests have not washed their hands and handle items in the Breakfast Servery <input checked="" type="checkbox"/> Guests breathe, cough or sneeze over items in the Breakfast Servery 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Hand sanitiser provided on entry to Breakfast Room <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 <input checked="" type="checkbox"/> Remove hot drink making facilities, these will now be provided <input checked="" type="checkbox"/> Table service for all previously self-service breakfast items 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Nigel and Juliette continue to wear a mask in the servery <input checked="" type="checkbox"/> Nigel or Juliette to wash hands between delivery to each table 	<p>Guests, Nigel or Juliette</p>	<p>During stay</p>	
<p>Breakfast service</p> <p>[published guidance will advise that wearing a face covering will reduce your risk and the risk to others, where you come into contact with people you don't normally meet in enclosed or crowded spaces]</p>	<p>Guests, Nigel or Juliette</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Guests have not washed their hands and handle items in the breakfast room including sugar bowls, cruets, cutlery 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Hand sanitiser provided on entry to Breakfast Room <input checked="" type="checkbox"/> Space tables in the breakfast room with at least 1m+ distancing between chairs <input checked="" type="checkbox"/> Tables positioned with chairs back-to-back <input checked="" type="checkbox"/> Allocated table for entire stay where possible <input checked="" type="checkbox"/> Table service, Nigel or Juliette wash hands between delivery of one table to one table and delivery of next table's food <input checked="" type="checkbox"/> Staggered breakfast times, time allocation dependent upon arrivals and departures <input checked="" type="checkbox"/> Increase ventilation in the breakfast room <input checked="" type="checkbox"/> Keep sugar bowl and cruets specific to guests and sanitise each day 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Nigel and Juliette continue to wear a mask in the servery <input checked="" type="checkbox"/> Advise changes to breakfast service in pre-arrival email <input checked="" type="checkbox"/> Show photographs of breakfast room and distancing measures <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 <input checked="" type="checkbox"/> Explain staggered breakfast times, taking orders, table service <input checked="" type="checkbox"/> All crockery to be washed in dishwasher or with boiling water, cutlery to be left in boiling water 	<p>Guests, Nigel Juliette</p>	<p>During stay</p>	

		<input checked="" type="checkbox"/> On departure dish wash sugar bowl and cruet, refill with sugar, salt and pepper				
Check out	<p>Guests, Nigel or Juliette</p> <input checked="" type="checkbox"/> Guests congregate in common areas	<input checked="" type="checkbox"/> Please open the window in their room	<input checked="" type="checkbox"/> Keys to be sanitised on departure <input checked="" type="checkbox"/> Contact us so we can come and say "until the next time"	Guests, Nigel or Juliette	During checkout	
At the Property	<input checked="" type="checkbox"/> Nigel and Juliette will confirm they are not suffering from any symptoms	<input checked="" type="checkbox"/> Nigel and Juliette live on site <input checked="" type="checkbox"/> Nigel and Juliette have had both vaccinations and are not especially at risk from COVID-19 <input checked="" type="checkbox"/> Nigel and Juliette have limited contact outside the property <input checked="" type="checkbox"/> Nigel and Juliette wash their hands on transitioning from their own accommodation to the letting accommodation <input checked="" type="checkbox"/> Nigel and Juliette wear fresh clothes every day, which are laundered above 60°C <input checked="" type="checkbox"/> Nigel and Juliette wear fresh aprons every day, aprons are laundered above 60°C <input checked="" type="checkbox"/> Juliette has undertaken COVID-19 Crisis training 03.06.20 and ongoing update training throughout the 2020/2021 <input checked="" type="checkbox"/> Nigel and Juliette are from the same household so Working		Nigel Juliette	Before arrival of guests	

		<p>Safely guidelines easily met in the kitchen area</p> <ul style="list-style-type: none"> <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> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Guests congregating in smoking area <input checked="" type="checkbox"/> Guests more frequently touching high traffic touch points e.g. front doors 	<ul style="list-style-type: none"> <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 	<p>If use of smoking shelter becomes a problem area then it may be necessary to close the shelter to guests</p>	Guests, Nigel or Juliette		
Outdoor areas – Garden	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Guests congregating in garden 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Guests take care moving around the garden and are mindful of other guests’ personal space 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Remind guests of steep gradient of meadow bank and to use path to reach lower meadow lawn in the garden 	Guests, Nigel or Juliette	During stay	
Deliveries	<p>Guests, Nigel or Juliette, delivery driver</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Close contact with driver may cause contamination <input checked="" type="checkbox"/> Cross contamination from delivery to Nigel and Juliette 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Guests do not answer front door if bell rings <input checked="" type="checkbox"/> Driver to ring front door bell and leave delivery on open porch <input checked="" type="checkbox"/> Payment for deliveries made without contact <input checked="" type="checkbox"/> Nigel and Juliette to wash hands before collecting delivery <input checked="" type="checkbox"/> Nigel and Juliette to wash hands after collecting delivery 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Wash hands signs 	Nigel or Juliette	During stay	
During stay – Toilet use	<p>No “public” toilets</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Guests will return to their rooms to go to the toilet 	<ul style="list-style-type: none"> <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	

		<input checked="" type="checkbox"/> Nigel and Juliette will return to their accommodation				
<p>During stay - Feeling unwell</p>	<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 known COVID-19 symptoms during their stay</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 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><input checked="" type="checkbox"/> Check symptoms at https://www.gov.uk/coronavirus</p> <p><input checked="" type="checkbox"/> Check how to book a local test at https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested</p> <p><input checked="" type="checkbox"/> Refer to guidelines on what should happen if an unwell guest has to extend their stay at Heathcliff House https://www.torbay.gov.uk/media/14424/tourism-accommodation-action-card-part-1.pdf?fbclid=IwAR0T5wMggwRcrTH1hnAxb2e4dqAPW-xYT-ardswDkHmxlrJvyl9pWohPHY</p> <p><input checked="" type="checkbox"/> Refer to Action Card Flowchart https://www.torbay.gov.uk/media/14422/guest-tourism-accommodation-actioncard_flowchart-part-2.pdf?fbclid=IwAR3LmKz5MnEfZv7ipC_cmoAOryUbw5oqoKAalATAeUZjbMkizBnL1FrAbY</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 torbay.gov.uk</p>	<p>Guests, Nigel or Juliette</p>	<p>During stay</p>	

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
Following withdrawal of social distancing and restrictions	Nigel and Juliette will wear masks to protect the guests
Fire alarm	Priority should be to clear the house as swiftly as possible

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

Covid-19 Accommodation Action Card <https://www.torbay.gov.uk/media/14424/tourism-accommodation-action-card-part-1.pdf?fbclid=IwAR0T5wMqgwRcrTH1hnAxkb2e4dqAPW-xYT-ardswDkHmxlrJvyI9pWohPHY>

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>

Working Safely 16.07.21 <https://www.gov.uk/guidance/working-safely-during-covid-19/hotels-and-guest-accommodation>

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
Twelfth draft of Risk Assessment	17.05.21 16.53
Thirteenth draft of Risk Assessment	16.05.21 16.15

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