



Heathcliff House

- Torquay -



Risk Assessment Covid-19 Opening 4th July 2020

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	Guests, Nigel or Juliette <input checked="" type="checkbox"/> Guests do not understand the requirements of the COVID-19 Secure Plan put in place by business <input checked="" type="checkbox"/> Guests do not acknowledge required social distancing	<input checked="" type="checkbox"/> Encourage potential guests to read website page detailing COVID-19 Secure Plan <input checked="" type="checkbox"/> Encourage potential guests not to travel if they are <i>especially vulnerable to COVID-19</i> <input checked="" type="checkbox"/> Reinforce need for required social distancing	<input checked="" type="checkbox"/> Contact potential guests outlining our COVID-19 Secure Plan and direct them to website page	Guests, Nigel or Juliette	Before arrival of guests	
Pre-arrival – At time of booking	Guests, Nigel or Juliette <input checked="" type="checkbox"/> Guests book but do not understand the requirements of the COVID-19 Secure Plan put in place by business <input checked="" type="checkbox"/> Guests do not acknowledge required social distancing	<input checked="" type="checkbox"/> Encourage booked guests to read page on website detailing COVID-19 Secure Plan <input checked="" type="checkbox"/> Reinforce need for required social distancing	<input checked="" type="checkbox"/> When guests book, direct them to website page and send details of COVID-19 Secure Plan in pre-arrival email <input checked="" type="checkbox"/> Advise changes to usual practices in pre-arrival email	Guests, Nigel or Juliette	Before arrival of guests	

<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>	<p><input checked="" type="checkbox"/> Deposit policy will apply</p>	<p>Guests, Nigel or Juliette</p>	<p>Before arrival of guests</p>	
<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>	<p><input checked="" type="checkbox"/> Contact impacted guests to advise them that they cannot travel and will need to rearrange their stay</p>	<p>Guests, Nigel or Juliette</p>	<p>Before arrival of guests</p>	
<p>Pre-arrival and during stay - Torquay/Torbay is put in local lockdown</p>	<p>Guests, Nigel or Juliette</p> <p><input checked="" type="checkbox"/> Guests, Nigel or Juliette 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"/> Advise all guests currently staying that they will need to return home immediately and self-isolate.</p> <p><input checked="" type="checkbox"/> contact forthcoming guests to advise them that they cannot travel and will need to rearrange their stay</p>	<p>Guests, Nigel or Juliette</p>	<p>Before arrival</p> <p>During stay</p>	

<p>Arriving – In the car park Queuing outside</p>	<p>Guests, Nigel or Juliette</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Guests arriving together in car park, not acknowledging required social distancing <input checked="" type="checkbox"/> Guests return to car for luggage but other guests are arriving 	<ul style="list-style-type: none"> <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 	<ul style="list-style-type: none"> <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 	<p>Guests, Nigel or Juliette</p>	<p>Before arrival</p> <p>During arrival</p>	<p>Consider closing out every other parking space and positioning tape on floor to denote required spaced queueing areas</p>
<p>Arriving – Entering Heathcliff House</p>	<p>Guests, Nigel or Juliette</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Guests arriving as other guests or staff are leaving, not acknowledging required social distancing <input checked="" type="checkbox"/> Guests needing to open doors on way in (high traffic touch points) 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Nigel or Juliette open inner and outer front door and step back to reception desk <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 	<ul style="list-style-type: none"> <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 	<p>Guests, Nigel or Juliette</p>	<p>Before arrival</p> <p>During arrival</p>	
<p>Arriving –</p>	<p>Guests, Nigel or Juliette</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Signs to remind guests 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Advise change of 	<p>Guests,</p>	<p>Before arrival</p>	<p>Screen on reception if it</p>

<p>Reception and Check in</p>	<p><input checked="" type="checkbox"/> Guests arriving as other guests or staff are leaving, not acknowledging required social distancing</p> <p><input checked="" type="checkbox"/> Contamination from money or card payment machine</p>	<p>to remain behind the required social distancing line</p> <p><input checked="" type="checkbox"/> Guests approach to required line on floor in hallway</p> <p><input checked="" type="checkbox"/> Check in will be paperless</p> <p><input checked="" type="checkbox"/> No cash or card payments to be taken</p>	<p>arrival process in pre-arrival email</p> <p><input checked="" type="checkbox"/> Full name, address and telephone number required for every guest in case track or trace needs to be actioned</p> <p><input checked="" type="checkbox"/> Take payment for accommodation and booked extras on morning of arrival</p> <p><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</p>	<p>Nigel or Juliette</p>	<p>During arrival</p>	<p>proves too difficult for guests to adhere to required social distancing rule</p>
<p>Arrival and Departure – Key allocation</p>	<p>Guests, Nigel or Juliette</p> <p><input checked="" type="checkbox"/> Passing potentially contaminated key</p>	<p><input checked="" type="checkbox"/> Sanitise keys on departure</p> <p><input checked="" type="checkbox"/> Key in door of room for guest to remove on arrival</p> <p><input checked="" type="checkbox"/> Reminder to keep key with them at all times</p>	<p><input checked="" type="checkbox"/> Advise change to check out routine in pre-arrival email</p> <p><input checked="" type="checkbox"/> Provide tub of disinfectant for keys left on departure to prevent handling of potentially contaminated key</p>	<p>Guests, Nigel or Juliette</p>	<p>Before arrival</p> <p>During arrival</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>Guests, Nigel or Juliette</p> <p><input checked="" type="checkbox"/> Guests inadvertently congregating in common areas, not acknowledging required social distancing</p> <p><input checked="" type="checkbox"/> Guests touching</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"/> 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</p>	<p>Guests, Nigel or Juliette</p>	<p>During arrival</p> <p>During stay</p> <p>During check out</p>	

	potentially contaminated high traffic touch points, light switches, door handles, bannisters	<input checked="" type="checkbox"/> One-way up main stairs down stairs at front <input checked="" type="checkbox"/> Careful cleaning of high traffic touch points, light switches, door handles, bannisters every 30 minutes	touch points, light switches, door handles, bannisters every 30 minutes to be recorded			
Arrival and departure – Help with luggage	<p>Guests, Nigel or Juliette</p> <input checked="" type="checkbox"/> Guests not acknowledging required social distancing <input checked="" type="checkbox"/> Handles of luggage contaminated	<input checked="" type="checkbox"/> Guests step back to inner front door <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	Guests, 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"/> Disposable 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	Guests, Nigel or Juliette	<input checked="" type="checkbox"/> Adhere to Government Guidelines Cleaning for	<input checked="" type="checkbox"/> Advise change to housekeeping and	Guests, Nigel	During stay	

	<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	<p>Non-clinical settings</p> <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	cleaning practices in pre-arrival email	or Juliette		
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		
During stay – Room service	<p>Guests, Nigel or Juliette</p> <input checked="" type="checkbox"/> Guests may not wish to enter the lounge bar to purchase drinks <input checked="" type="checkbox"/> Guests inadvertently congregating in common areas, not acknowledging required social distancing	<input checked="" type="checkbox"/> Lounge bar open to four guests to ensure guests do not inadvertently congregate and fail to acknowledge required social distancing. <input checked="" type="checkbox"/> Drinks can be ordered by telephone 01803 211580, knock door and leave drinks for collection on landing table	<input checked="" type="checkbox"/> Advise change to bar operation in pre-arrival email <input checked="" type="checkbox"/> Advise change to use of garden in pre-arrival email	Guests, Nigel or Juliette	During stay	

		<input checked="" type="checkbox"/> Guests may use the garden and drinks should be collected from Reception Desk				
During stay – Lounge Bar	Guests, Nigel or Juliette <input checked="" type="checkbox"/> Guests inadvertently congregating in bar and other common areas, not acknowledging required social distancing	<input checked="" type="checkbox"/> Limiting capacity of lounge bar to FOUR GUESTS to ensure required social distancing	<input checked="" type="checkbox"/> Advise change to bar operation in pre-arrival email	Guests, Nigel or Juliette	During stay	

<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"/> Some wipes provided for guests to clean high traffic touch points</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><input checked="" type="checkbox"/> Guests cannot acknowledge required social distancing in Breakfast Servery</p> <p><input checked="" type="checkbox"/> Guests have not washed their hands and handle items in the Breakfast Servery</p>	<p><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</p> <p><input checked="" type="checkbox"/> Remove hot drink making facilities, these will now be provided</p>	<p><input checked="" type="checkbox"/> Hand sanitiser provided on entry to Breakfast Room</p>	<p>Guests, Nigel or Juliette</p>	<p>During stay</p>	
<p>Breakfast service</p>	<p>Guests, Nigel or Juliette</p> <p><input checked="" type="checkbox"/> Guests do not acknowledge required social distancing in Breakfast Room</p> <p><input checked="" type="checkbox"/> Guests have not washed their hands and handle</p>	<p><input checked="" type="checkbox"/> Remind guests of required social distancing in Breakfast Room</p> <p><input checked="" type="checkbox"/> Space tables in the breakfast room with required distancing between chairs</p>	<p><input checked="" type="checkbox"/> Advise changes to breakfast service in pre-arrival email</p> <p><input checked="" type="checkbox"/> Show photographs of breakfast room and distancing measures</p> <p><input checked="" type="checkbox"/> Nigel will remain in kitchen – only Juliette will interact with</p>	<p>Guests, Nigel Juliette</p>	<p>During stay</p>	

	<p>items in the breakfast room including sugar bowls, cruets</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Tables positioned with chairs back to back <input checked="" type="checkbox"/> Allocated table for entire stay <input checked="" type="checkbox"/> Tape required areas for tables and appropriate signage <input checked="" type="checkbox"/> Safety square for member of staff <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 <input checked="" type="checkbox"/> Dependent upon occupancy, allocate 1st or 2nd 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 <input checked="" type="checkbox"/> 15 minute clean and re-lay time allocated between sittings <input checked="" type="checkbox"/> Sanitise or replace menus <input checked="" type="checkbox"/> Keep sugar bowl and 	<p>guests and serve food - reducing contact with guests</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Take orders from safety square to maintain required social distancing for guests and Nigel or Juliette <input checked="" type="checkbox"/> Explain set up of sittings, taking orders, delivery of food to table for collection <input checked="" type="checkbox"/> All crockery to be washed in dishwasher, cutlery to be left in boiling water <input checked="" type="checkbox"/> Hand sanitiser at entrance to breakfast room 			
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		<p>cruets specific to guests and sanitise each day</p> <p><input checked="" type="checkbox"/> On departure dish wash sugar bowl and cruet, refill with sugar, salt and pepper</p>				
Check out	<p>Guests, Nigel or Juliette</p> <p><input checked="" type="checkbox"/> Guests inadvertently congregating in common areas, not acknowledging required social distancing</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>	Guests, Nigel or Juliette	During checkout	
At the Property	<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>		Nigel Juliette	Before arrival of guests	

		<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 <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</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"/> Remind guests to remain required apart if using the garden	Guests, Nigel or Juliette	During stay	

		<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 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 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>	<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	<input checked="" type="checkbox"/> Remind guests not to answer front door if bell rings <input checked="" type="checkbox"/> Signs to remind Nigel and Juliette to wash their hands	Nigel or Juliette	During stay	
During stay – Toilet use	No “public” toilets	<input checked="" type="checkbox"/> Guests will return to their rooms to go to the toilet <input checked="" type="checkbox"/> Nigel and Juliette will return to their accommodation	<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	

<p>During stay - Feeling unwell</p>	<p>Guests, Nigel or Juliette</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Guests feel unwell or show any known COVID-19 symptoms during their stay <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 <input checked="" type="checkbox"/> Nigel or Juliette feel unwell or show any known COVID-19 symptoms during their stay 	<ul style="list-style-type: none"> <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 <input checked="" type="checkbox"/> Guests will book a test immediately <input checked="" type="checkbox"/> Guests will return home <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 <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. 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Check symptoms at https://www.gov.uk/coronavirus <input checked="" type="checkbox"/> Check how to book a local test at https://www.torbay.gov.uk/news/pr8065/ if still available (possibly not after 16.06.20) Book a test at https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested <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=IwAR0T5wMqgwRcrTH1hnAxb2e4dqAPW-xYT-ardswDkHmxlrJvyl9pWohPHY <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_cmoAOryUbw5oqoKAaIAT AeUZjbMkizBnL1FrAbY <input checked="" type="checkbox"/> Refer to guidelines on what should happen if Nigel or Juliette are unwell <input checked="" type="checkbox"/> Communicate with Public Health at torbay.gov.uk 	<p>Guests, Nigel or Juliette</p>	<p>During stay</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

[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-ardswDkHmxlrJvyI9pWohPHY>

[1.pdf?fbclid=IwAROT5wMqgwRcrTH1hnAxb2e4dqAPW-xYT-ardswDkHmxlrJvyI9pWohPHY](https://www.torbay.gov.uk/media/14424/tourism-accommodation-action-card-part-1.pdf?fbclid=IwAROT5wMqgwRcrTH1hnAxb2e4dqAPW-xYT-ardswDkHmxlrJvyI9pWohPHY)

First draft of Risk Assessment 12.06.20 11.58 a.m.

Second draft of Risk Assessment 25.06.20 17.14 p.m.

Third draft of Risk Assessment 27.06.20 09.40 a.m.

Fourth draft of Risk Assessment 30.06.20 11.00 a.m.

Fifth draft of Risk Assessment

31.07.20 16.20 p.m.

Awarded Visit England "We're Good to Go" Industry Standard 25.06.20