



**THE IDLE ROCKS**  
ST MAWES

## **COVID TIER SYSTEM**

The Idle Rocks and St Mawes Hotel are currently operating under Tier 1 (Medium) restrictions.

### **TIER 1 (MEDIUM)**

If you live in a Tier 1 area and are visiting The Idle Rocks your reservation remains unaffected and we look forward to welcoming you.

We ask that a face-covering is worn when moving around the hotel as per the government guidelines. However, when seated in our lounge, restaurant, or terrace face coverings are not required.

The government's 'Rule of Six' should be observed throughout the hotel.

### **TIER 2 (HIGH)**

If you live in a Tier 2 area and are visiting us, the government's Rule of Six applies but additionally you should not socialise indoors with anybody outside of your household.

If, for example, you have a booking for more than one room, and your group includes friends or family from different household bubbles, sadly we must ask you to postpone your stay with us. If this is the case, please contact our reservations team at your earliest convenience to postpone your stay.

If you are visiting with members of the same household bubble your booking is unaffected although Tier 1 restrictions still apply.

### **TIER 3 (VERY HIGH)**

It is strongly recommended that those living in a Tier 3 area should refrain from staying overnight in another area of the UK.

Therefore, it is with regret that we are currently unable to accept guests travelling from a Tier 3 area.

If this is the case, please contact our reservations team at your earliest convenience to postpone your stay.



## COVID-19 STATEMENT AND POLICY

We are very aware that it is more important than ever to maintain the highest level of cleanliness and hygiene in order to give our guests the reassurances you would expect in order to fully enjoy your stay with us in St Mawes.

Please find below a list of measures we have put into place at The Idle Rocks;

### Pre-Arrival

- Every guest will receive a pre-arrival call 1 week in advance of arrival
- We will ask if you require any particular amenities in the room so these can be placed in your room before arrival
- We will advise you of the precautions the hotel is taking and what to expect on arrival
- Should you be feeling unwell and carry any symptoms we politely ask you to postpone your stay
- We recommend all guests download the NHS COVID 19 app. Our QR code is displayed in the hotel entrance.

### Cleaning & Hygiene

- Staff handwashing increased to every 30 minutes
- Regular cleaning of all common area surfaces using anti-bacterial sanitisers
- No physical contact between guests and staff (sorry no handshakes on arrival)
- Use of carefully selected cleaning chemicals approved to kill the virus

### Hotel Arrival & Team Member Arrival

- Sadly, we are not currently offering valet parking. However, on arrival please park outside the hotel for us to unload your luggage and provide you with directions for parking
- Staff are temperature checked on arrival for work each day. If you wish to avail yourself of this facility our reception team have electronic thermometers available
- Hand sanitiser provided for all guests and staff upon arrival
- On arrival your luggage will be placed in our boot room where it will be 'fogged' with an antibacterial spray prior to being taken up to your room.

### Reception Areas

- All printed materials removed
- Sadly, all our normal magazines and newspapers will be removed, however we can provide newspapers upon individual request

### Public Toilets

- Regular full cleaning and disinfection

### Check-in / Reception

- Reduced contact and minimised time at the front desk
- Your bedroom key will already be in the door
- To allow our housekeeping team additional cleaning time, rooms are guaranteed from 4pm on the day of arrival. However, please do arrive earlier and make the most of our lounge and terrace (weather dependant)



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### **Guest Bedrooms**

- All bedrooms will be thoroughly deep cleaned between guests including use of bio-mist fogging machine
- A complimentary hygiene pack is included in each bedroom consisting of hand sanitisers, masks and gloves
- All equipment such as glassware and coffee cups replaced between guest stays
- Linen including shoe bags, hairdryer bags, etc. have been removed
- Housekeeping will use clean gloves after every room
- Daily Service will be arranged each day, however if you would prefer that staff did not enter your room during your stay, please let reception know
- Turndown is not currently available unless specifically requested

### **Laundry**

- Our laundry service will be limited at this time unless specifically requested prior to arrival

### **The Restaurant, Lounges and Terrace**

- All furniture has been rearranged to provide additional space
- Dining times have been staggered
- Our restaurant is open to non-residents for lunch and dinner, with a strict maximum capacity to ensure effective social distancing so we do suggest pre-booking all your evening meals in advance of your stay
- Unfortunately, our famous breakfast buffet will no longer be available, all items will be served to your table
- Regular cleaning schedules are in place
- The bar and restaurant will now close at 10pm. Non-residents will be required to leave the premises by this time however, resident guests may remain in the lounge after this time. There is no need for guests to return to their rooms at 10 o'clock.

### **Spa**

- Sadly, in-room treatments are not available for the time being

### **Children's Play Room**

- We are sorry but this is not available for the time being

### **Our Team**

- Every member of our team has received full training on how to prevent the spread of Covid-19 within our hotel setting
- Any team member displaying symptoms or contacted by NHS test and trace will be immediately asked to stay at home and required to self-isolate prior to returning to work
- All staff are provided with relevant PPE relevant and given training on how to use it correctly
- We have hand sanitising stations throughout back of house areas
- Any equipment utilised by the staff, including phones, is being sanitised regularly
- Employee dining hours have been extended and breaks staggered to avoid staff room crowding



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**Kitchens**

- Kitchens are being sanitised more frequently
- Numbers of chefs have been minimised to allow social distancing
- Increased focus on cleaning of vegetables and other ingredients, especially those served raw

**Other Practices**

- Full Covid-19 risk assessments have been carried out by each department
- Protocols are in place to notify relevant guests of all local facilities if a guest is found to have had coronavirus during their stay
- List of contacts for hospitals or clinics offering testing or treating the virus near the hotel available
- The hotel has a small quantity of Covid-19 testing kits available if required in case of emergency
- Standard Operating Procedures (SOPs) have been developed should there need to be an emergency closure due to a Covid-19 contamination
- We are now only accepting card payments

**Receiving / Suppliers**

- Suppliers accessing the property are required to follow all staff SOPs and these have been communicated to the supplier in advance and will be again upon arrival
- All deliveries are deep cleaned and sterilised before storing and refrigerating
- Delivery receiving areas are being thoroughly deep cleaned and sterilised at regular intervals

**Updating of our procedures**

As our experience evolves and government Guidelines change we will continue to review our procedures and update them as required.

The Management  
The Idle Rocks  
23<sup>rd</sup> October 2020