



THE IDLE ROCKS & ST MAWES HOTEL

CORNWALL

COVID-19 STATEMENT AND POLICY

As government restrictions are being removed we continue 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;

HOTEL GUEST & TEAM MEMBER SAFETY

Guest Safety

You will all no doubt be aware of the Governments changes to the Covid 19 Rules taking place from Monday 19 July 2021. We are in the process of updating our Covid 19 Policy for guests and refreshing departmental Covid 19 Risk Assessments. Whilst we can no longer require our guests to wear masks, we recommend their continued use in public areas across both hotels. We will maintain optional temperature check availability in The Idle Rocks and continue to have hand sanitiser available throughout both properties. We will also be continuing with table service for both food and drinks until further notice. We continue to recommend all visitors download the NHS COVID 19 app. Our QR code is displayed in the entrance of The Idle Rocks and St Mawes Hotel.

Team Safety

We know that even those who have had both of their vaccinations can still contract and pass on Coronavirus to others. One of the most important issues for us is that we continue to provide our staff with a Covid safe working environment as far as we possibly can. For this reason, as part of our uniform policy we will require all staff to continue wearing masks or clear visors when working in public areas. We will review this requirement on a two weekly basis based on ongoing government guidance.

FURTHER MEASURES FOR OUR TEAM

- Every member of our team has received full training on how to prevent the spread of Covid-19 within our hotel setting.
- The Idle Rocks and St Mawes Hotel are part of the Government workplace testing scheme initiative.
- 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.

CLEANING & HYGIENE

- Staff handwashing increased to every 30 minutes.
- Regular cleaning of all common area surfaces using anti-bacterial sanitisers.
- Use of carefully selected cleaning chemicals approved to kill the virus.



THE IDLE ROCKS & ST MAWES HOTEL

CORNWALL

OTHER PRACTICES

- Kitchens continue to be sanitised more frequently.
- 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.

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.

PRE-ARRIVAL

- Every guest will receive a pre-arrival email 2 week in advance and a 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.

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 your stay and explore the beautiful village of St Mawes.
- We continue to recommend all guests download the NHS COVID 19 app. Our QR code is displayed in the entrance of The Idle Rocks and St Mawes Hotel.

GUEST BEDROOMS

- All bedrooms will be thoroughly deep cleaned between guests.
- All equipment such as glassware and coffee cups replaced between guest stays.
- 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.

LAUNDRY

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



THE IDLE ROCKS & ST MAWES HOTEL

CORNWALL

AT ST MAWES HOTEL

UPPER DECK RESTAURANT & LOWER DECK BAR

- The Upper Deck restaurant and Lower Deck bar is open to non-residents for lunch and dinner, we do suggest pre-booking all your evening meals during your stay especially during this particular staycation year.
- Breakfast is served in our Upper Deck restaurant between 8.00-10.00am and will continue to be a table service arrangement.
- Please make reception aware of any dietary requirements or preferences.

AT THE IDLE ROCKS

THE RESTAURANT, LOUNGES AND TERRACE

- Our restaurant is open to non-residents for lunch and dinner, we do suggest pre-booking all your evening meals in advance of your stay.
- Breakfast is served in our restaurant & terrace between 8.00-10.00am and will continue to be a table service arrangement.

TREATMENT ROOM

- Our Reef Knot Retreat will be open, by appointment only, to hotel residents.
- Our treatment room will be thoroughly deep cleaned between guests including use of our bio-mist fogging machine.

CHILDREN'S PLAYROOM

- Our children's playroom will be open to hotel residents only and thoroughly deep cleaned throughout the day including use of our bio-mist fogging machine.

UPDATING OF OUR PROCEDURES

We continue to monitor government and local Guidelines and will review our procedures and update as required.

The Management
The Idle Rocks & St Mawes Hotel
19TH July 2021