

# Hollin Root Lodge Bed and Breakfast COVID-19 Risk Assessment

Covid 19 is a public health emergency. Everyone needs to assess and manage the risk of COVID 19 and in particular as a Bed and Breakfast the risk to guests. This assessment looks at the risks guests face and what we have done that is reasonably practicable to minimise them, recognising the risk of COVID 19 cannot be completely eliminated. Whilst the risk of Coronavirus to our guests is low we recognise this is unsettling and would wish to reassure you we are closely following this developing situation and following government guidance to ensure you enjoy your stay.

What are the hazards?	Who might be harmed	Controls Required	Additional Controls	Action by who?	Action by when?	Done
COVID-19 virus	<ul style="list-style-type: none"> <li>Visitors to the premises</li> <li>Anyone else who physically comes in contact with the bed and breakfast</li> </ul>	<p><b>Before Arrival</b></p> <ul style="list-style-type: none"> <li>Implementation of flexible cancellation terms if the Covid 19 situation were to change</li> <li>Ensure emergency telephone number to communicate with the guest if we had to close suddenly</li> <li>Online visitor information including menus, FAQs etc so guests can plan before they arrive</li> <li>Payment via internet banking</li> <li>Ventilating the room as much as possible to allow increased air circulation</li> </ul>	<p>Check on booking that mobile number is available</p>	AC	On receipt of booking	Ongoing
		<p><b>On Arrival</b></p> <ul style="list-style-type: none"> <li>Gel sanitisers at front door where washing facilities not readily available</li> <li>Front door to be cleaned after arrival of each guest during check in times</li> <li>Guests encouraged to carry out regular handwashing,</li> </ul>	<p>Guests to telephone on arrival.. You will be met at a social distance by myself wearing a mask where I will welcome and direct you to your room.</p>	AC	On receipt of booking	Ongoing
		<p><b>Rooms</b></p> <ul style="list-style-type: none"> <li>Hand washing facilities with soap and water in place in all rooms</li> <li>Gel sanitiser available.</li> <li>Room id deep cleaned after each guest. Virucidal cleaning products will be used to disinfect hard surfaces after cleaning. Protective masks and gloves</li> </ul>	<p>To help reduce the spread of coronavirus (COVID 19) a sign is at front door asking persons to follow guidance and B&amp;B Covid 19 policy</p>	AC	Ongoing	Ongoing
			<p>Virucidal Disinfectant</p>	AC	Ongoing	Ongoing
			<p>New sanitisers to be put in rooms at each change over</p>	AC	On guest arrival	Ongoing
					Ongoing	Ongoing
					Ongoing	Ongoing
					Ongoing	Ongoing

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		<p>are used whilst cleaning</p> <ul style="list-style-type: none"> <li>● Crockery is cleaned at 60 degrees</li> <li>● All hand contact services cleaned</li> <li>● Keys cleaned after each guest</li> <li>● Disposable Items and toilet rolls will be replaced after each guest</li> <li>● Linens are washed at 60 degrees celcius on site</li> </ul>		AC		Ongoing
		<p><b><u>Breakfast</u></b></p> <ul style="list-style-type: none"> <li>● Breakfast orders taken by text/phone the evening before. T</li> <li>● Breakfast tray delivered at pre arranged time</li> <li>● To minimise contact between guest and front of house at point of Breakfast Service orders will be taken the day prior and a tray delivered at the arranged time</li> <li>● Cutlery and crockery is cleaned at 60 degrees.</li> </ul>		AC	Ongoing	Ongoing
		<p><b><u>Before Departure</u></b></p> <ul style="list-style-type: none"> <li>● Receipt for stay will be emailed</li> <li>● Keys to be left in key box by gate.</li> </ul>		AC	On changeover	Ongoing
		<p><b><u>Guest Information</u></b></p> <p><b><u>Social Distancing</u></b> Social Distancing – Advise guests to comply with the 2 metre (6.5 foot) gap recommended by the Public Health Agency</p>		AC	On changeover	Ongoing
				AC	On Arrival	Ongoing
				AC	Breakfast arrangements	Ongoing
				AC	coBreakfast Arrangements	Ongoing
				AC		Ongoing
				AC	Onoing	Ongoing
				AC		Ongoing
				AC	Prior to arrival	
				AC	Before guest departure	
				AC		Ongoing
				AC	When necessary	Ongoing
				AC		Ongoing