

# Procedures for Safe Stays under Covid-19

*The Point at Polzeath is committed to ensuring the safety and well-being of both it's employees and guests whilst still being able to provide a high level of service and enjoyment for all.*

*We understand that many people will be anxious to know what we are doing to combat the spread of Coronavirus. Our team will be working hard to ensure all the following practices are carried out.*

## All surfaces and furnishings thoroughly cleaned

They are then followed up with disinfectant spray to kill 99.9% of bacteria and viruses.



## Safe laundry

All bed linen and towels come sanitised and sealed from suppliers and are fitted by our housekeeping team wearing PPE. Pillows will be rotated weekly on departure.

Guests are politely asked to strip bedding from their beds on departure and place in the bag provided. A separate bag will be provided for towels.



## More time between changeovers

Guests will be asked to vacate by 9am and check-in no earlier than 5pm allowing 2 additional hours between guests.



## Contact free maintenance

Should essential maintenance be required during your stay you may be asked to vacate your property.

Our maintenance team will wear adequate PPE when entering any of our accommodation.



## High temperature washing

All crockery, cutlery, utensils, glasses and mugs are washed through the dishwasher at high temperatures.

All high traffic areas such as door handles and light switches are disinfected.



## Practice social distancing

North Cornwall is rural, and we have a responsibility to our community.

Please be aware of our neighbours, staff and local residents whilst adhering to social distancing rules to ensure the safety of everyone. Avoid large gatherings or groups.



## In the event of developing symptoms

If you begin to display symptoms of Coronavirus before your stay, you must tell us and cancel your trip whilst following Government guidelines on self-isolation.

Symptoms include a high fever, dry cough, fatigue or a loss of smell or taste.

If you, or any of your group become unwell, during or after your stay, you must let us know immediately.



## Here when you need us

You may not see us during your stay, as self-check in/out will be possible.

We will be wearing PPE, practising social distancing and ensuring everyone's safety all with a smile on our face. If you need any help just ask!

