

Section 1: Pre-opening preparation

Risks to guests & owners	Who might be at risk and how?	What measures are currently in place to control the risk?	How will this be measured/recorded?	Risk factor		
				High	Medium	Low
Guest confidence to make a booking	Owners- lack of bookings and business closure	New website created – greater controls in place to add elements. New elements to include <ul style="list-style-type: none"> - Covid-19 page with specific details for guests on measures being taken - Guest information booklet to be online and not as a hard copy in the rooms. - Specific page and form to order breakfasts 	Site data for the visits to the new site and specific pages Feedback from guests Breakfast orders being made			X
Insufficient information for guests booked in as to new policies and practices	Guests – unaware of new procedures Owners – relationship with guests may lead to fewer bookings	Updated email communication templates set-up and actioned in Freetobook. Emails to inform guests of new practices and where to find up-to-date information on the website. Emails available to owners on multiple devices Answerphone facility to receive calls from guests Publication of landline and mobile numbers	Feedback from guests on arrival and in their reviews			X
Financial Difficulties	Owners – inability to trade – business closure	Application for the government grants and SEIS Freetobook site remains open for bookings after 4 th July 2020 Joined the All About Whitby Accommodation website	Financial support applications have been successful Future bookings are made to secure financial security	X		
Appropriate safety checks and licencing in place	Owners & Guests as electrical items are unsafe and fire systems are ineffective – potential risk to life	Contracts in place for annual fire and electrical testing Regular testing of the fire alarm system by the owners Visual inspection of all electrical items completed regularly, and appropriate action taken if items are damaged	Records in emails and the relevant record booklets for the fire alarm system			X
Appropriate services/ insurances for the business are not in place	Owners & Guests – insufficient refuse collection – Hygiene issues	Service contracts for waste management to be reinstated on opening Business insurance renewal is in place	Have the service contracts in place			X

Section 2: Guest common areas – entrance/hallway/stairs/landings

Risks to guests & owners	Who might be at risk and how?	What measures are currently in place to control the risk?	How will this be measured/recorded?	Risk factor		
				High	Medium	Low
Person to person contact during COVID 19	Becoming infected with COVID19 and further spread the infection – Owners & Guests	<p>Minimise contact between guests and owners:</p> <ul style="list-style-type: none"> - Shorten the welcome to guests to a few minutes - Printed welcome sheet for each room, which is thrown away when the guests leave - Maintain the appropriate social distance – have visual signs in place - Owners to wear masks and gloves when greeting guests - Online check-in and payment process for guests using Stripe and Freetobook – BACS payments accepted - Cash payments to be made into a box and untouched for 72hrs - Sterilised keys handed to guests using gloves and left in box on hall table on check-out - Luggage only to be carried by the guests themselves <p>Minimise contact between all people in the house</p> <ul style="list-style-type: none"> - Request that priority on the stairs is for those coming down, waiting areas on landings and dining room - Reinforce social distancing at all times – signage - Implementing 2 sittings for breakfast <p>Minimise risks from common surfaces</p> <ul style="list-style-type: none"> - Regular cleaning of common touch areas with anti-bacterial wipes – main door handles, light switches digital locks, banisters & other hard surfaces - PIR light switches for landing lights – 1st & 2nd floor - Timer push switches for hallway and 3rd floor - Timed lighting in vestibule, hallway & 1st floor landing - Access to hand sanitiser in a self-dispensing handsfree unit in the hallway – to be used on entry and exit - Hand washing signage in all ensembles and on website - Information leaflets to be discarded after use 	Feedback from guests Notification from guests and owners of any potential infections			X

Section 3: Breakfast Room and Breakfast serving

Risks to guests & owners	Who might be at risk and how?	What measures are currently in place to control the risk?	How will this be measured/recorded?	Risk factor		
				High	Medium	Low
Person to person contact during COVID 19	Owners & Guests Becoming infected with COVID19 and further spread the infection –	<ul style="list-style-type: none"> - Minimise the number of guests in the dining room at any one time – 2 sittings with 4 time slots (8.15am – 8.30am – 9am – 9.15am) with a maximum of 8 people in at a time. Guests to pre-book time slots for their stay. - Space & assign tables to rooms to ensure adequate social distancing. (See seating plan below) - Guests to pre-order food and drinks by 6pm the day before - Tables to be set with all cutlery and crockery required - Limit the need for the guest to leave their seats by providing as much as possible on the table and via the owners service - Owners to wear masks and gloves when serving guests 	Spreadsheet for booking times for breakfast Number of breakfasts served daily			X
Cleaning regimes not effective / fit for purpose	Owners & Guests Contaminated room / spread of COVID 19	<ul style="list-style-type: none"> - Tables, chairs & surfaces to be cleaned with anti-bacterial spray daily, after use - All cutlery & crockery to be washed in the dishwasher at 65° - Individually packaged condiments (Salt, pepper, sauces, sugar, sweeteners and jams) available to same guests daily, then removed after check-out - Individual butter portions to be placed on tables, unused portions to be thrown away after service - Flooring hoovered daily - Kitchen to follow HSE Food Safety guidelines for appropriate cooking and cleaning as per training. 	Daily cleaning record signed off on the Memento App Recorded cases of Coronavirus through Track and Trace system			X

Section 4: Guest bedrooms

Risks to guests & owners	Who might be at risk and how?	What measures are currently in place to control the risk?	How will this be measured/recorded?	Risk factor		
				High	Medium	Low
Person to person contact during COVID 19	Owners & Guests Becoming infected with COVID19 and further spread the infection –	<p>Guests requested to only allow people within their 'household pod' into their rooms</p> <p>Owners will not undertake room servicing during a guest's stay</p> <ul style="list-style-type: none"> - Guest to place bin outside of door to be emptied - Guest to place used towels in bag outside of door to be replaced (if required) - Guest to leave tea/coffee holder outside room to be replenished <p>Removal of items that may be additional to basic needs</p> <ul style="list-style-type: none"> - Guest Information booklet & literature – now online - Additional soft furnishings – Cushions & throws - Clock radio - Face cloths <p>Items not being removed, unless requested by the guests</p> <ul style="list-style-type: none"> - Hair dryer - Complimentary toiletries - Kettle - Mugs, spoons & glasses - Hospitality tray - TV & Sky remote controls 	<p>Feedback from guests in reviews</p> <p>Recorded cases of Coronavirus through Track and Trace system</p>			X
Laundry regimes not effective/fit for purpose	Owners & Guests Contaminated laundry infected with bacteria so spread of COVID 19	<p>All laundry items to be removed from the rooms in separate bags by the owner wearing PPE (Masks/Gloves/Aprons)</p> <ul style="list-style-type: none"> - Bed linen, duvets/sheets/pillowcases/pillow protectors to be removed and washed at 60° on a standard wash then tumbled dried and left at least 3 days before ironing and reusing - Cleaned laundry items to be stored away from guests <p>Used towels to be washed at 60° on a standard wash then tumbled dried and left for at least 3 days before reusing.</p>	<p>Feedback from guests in reviews</p> <p>Recorded cases of Coronavirus through Track and Trace system</p>			X

Section 4: Guest bedrooms cont

Risks to guests & owners	Who might be at risk and how?	What measures are currently in place to control the risk?	How will this be measured/recorded?	Risk factor		
				High	Medium	Low
Cleaning regimes not effective / fit for purpose	Owners & Guests Contaminated room / spread of COVID 19	<p>Cleaning of rooms to be carried out once guests have checked-out by the owner wearing appropriate PPE (Masks/Gloves/Aprons)</p> <p>General cleaning of all rooms to include the use of antibacterial wipes/sprays on hard surfaces</p> <p>Hand contact surfaces to be disinfected when a guest checks out to include, but not limited to:</p> <ul style="list-style-type: none"> - Light switches - Lamps - Bedside tables - Drawer handles - Remote controls - Door handles – inside and out - Window handles/catches - Hair dryer handles - Wardrobe doors/keys - Kettle handle and lid - Radiator controls. 	<p>Daily cleaning record signed off on the Memento App</p> <p>Recorded cases of Coronavirus through Track and Trace system</p>			X

Section 5: Guest enSuites

Risks to guests & owners	Who might be at risk and how?	What measures are currently in place to control the risk?	How will this be measured/recorded?	Risk factor		
				High	Medium	Low
Person to person contact during COVID 19	Owners & Guests Becoming infected with COVID19 and further spread the infection –	Complementary toiletries are being left in as these are used prior to washing hands or other body parts. Will be removed at the request of the guest. EnSuites are private facilities for the guests in that room and are not permitted to be shared with any other guest or person	Feedback from guests in reviews Recorded cases of Coronavirus through Track and Trace system			X
Cleaning regimes not effective / fit for purpose	Owners & Guests Contaminated room / spread of COVID 19	Cleaning regime will include General cleaning of all hard surfaces with antibacterial wipes or floor wipes. Hand contact surfaces to be disinfected when a guest checks out to include: - Taps - Flush handles and toilet seats - Door handles – inside and out	Daily cleaning record signed off on the Memento App Recorded cases of Coronavirus through Track and Trace system			X
Legionella	Guests: Infection of Legionella from standing water if the property has been lying empty	For each ensuite - Flush the whole water system for two minutes or more. First flush your toilet, then run the shower and finally, let the hand basin taps run for two minutes or more to let both hot and cold-water pass through. Repeat fortnightly.	Recorded activity on the testing chart on the Memento App			X

Section 6: Dealing with guests or owners who are unwell

Risks to guests & owners	Who might be at risk and how?	What measures are currently in place to control the risk?	How will this be measured/recorded?	Risk factor		
				High	Medium	Low
Person to person contact during COVID 19 of a person showing symptoms of infection	Owners & Guests Becoming infected with COVID19 and further spread the infection Loss of income for the owners	Health question sent to the booking contact to confirm that all members of the party are free from symptoms and well enough to travel. If guests become unwell after this has been returned the main booking contact MUST contact the owners to cancel booking for the whole party – see T&Cs Place a what to do if you suspect you as a guest are ill in the welcome information online & hard copy Video call/ call the guests to clearly understand the situation and if the guests need to extend their stay and for how long. Build into terms and conditions the cost and requirements if a guest must extend their stay or curtail their stay (once they have arrived) through illness for self-quarantine - £5000 for 14 days or 50% cost of remaining nights. Contact emergency services if the guest's condition deteriorates Utilise All About Whitby website to see if arriving guests can be relocated into one of these properties if original booking cannot be fulfilled due to guest illness or cancel bookings Deliver clean linen and linen bag for the guests to place used linen in (to be left in the room) Following the guest's departure leave the room for 3 days prior to cleaning it. Request that guests contact the owners if any of their party show symptoms within 72hrs of returning home – follow guidance from the Track and trace team if required.	Feedback from guests in reviews Recorded cases of Coronavirus through Track and Trace system	X		

Table plan for the dining room

