



12 Eastern Esplanade, Broadstairs, Kent, CT10 1DR ♦ enquiries@baytreebroadstairs.co.uk ♦ +44 (0) 1843 862502

CORONAVIRUS STATEMENT FROM THE BAY TREE HOTEL

As with all well-run boutique hotels the Bay Tree is kept spotlessly clean. Each day our two or three housekeeping staff clean the hotel from top to bottom.

Coronavirus is a respiratory illness and is therefore generally spread by airborne droplets coming from an infected person's coughs or sneezes. The virus can survive on hard surfaces but for a limited time only. The virus prefers the cold (around 8C) which is why it is expected – or at least hoped – that it will naturally die out as Spring and Summer approach. The Bay Tree is kept warm all day and night long with the central heating system.

The Bay Tree does not have any air conditioning units.

The hot water in the taps and showers is maintained between 50C and 55C and this is in a 'sealed' system. Hot water, particularly when used with soap, will kill the virus. Be assured that the Bay Tree has a hot water system with two boilers and three hot water tanks; the hot water will not run out!

Our kitchen runs at a high standard of cleanliness and we are delighted to say that the Environmental Health inspection on 17 February 2020 re-awarded the Bay Tree with the highest hygiene rating of '5'. All food is temperature controlled using temperature probes and refrigeration. All surfaces are kept clean after each service using antibacterial spray. Staff are trained in hand washing using anti-bacterial soap provided in the kitchen. Crockery, cutlery and cooking equipment is washed in the dishwasher which has a final rinse temperature of around 80C.

Precautions Being Taken

In addition to our normal cleaning schedule we have introduced some additional procedures, and these will stay in place into the coronavirus threat is over

- Hand wipes and / or gel is provided at the entrance lobby at the front door
- All doorknobs, handles and locks in the public area are cleaned three times a day with anti-bacterial cleaner. Similarly, with the stair rails. Guest room door furniture is cleaned once a day.
- In the *en suite* bathrooms, taps, showers and washbasins are cleaned with anti-bacterial cleaner each day.
- Servicing staff's training on hand washing has been re-enforced and no food or drink will be served to guests without thoroughly washing their hands

What should Bay Tree Guests do?

On arrival at the hotel please use a hand wipe (xx we may switch to sanitising gel) that is provided at the front door. This hand wipe is safe to use on your face as well. Alternatively, you can use the hand wash gel that is provided in the Ladies and the Gentlemen's lavatories on the ground floor towards the back door.

Before coming into the restaurant for breakfast or any other meal please wash your hands in your room using the hand wash gel in the dispensers located in the *en suite* shower room.



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Follow the government guidelines in:

- Regular handwashing
- Not touching your face (eyes, nose and mouth) with your hands unless in the shower
- Only sneezing or nose blowing into a paper tissue which is then disposed of in a waste bin, followed by washing your hands.