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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 was expected – or at least hoped – that it would naturally die out in Spring and Summer. 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 anti-bacterial gel is provided at the entrance lobby at the front door
- All door knobs, 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.
- Ground floor toilets are thoroughly cleaned and checked regularly throughout the day.
- In the *en suite* bathrooms, taps, showers and washbasins are cleaned with anti-bacterial cleaner after every guest changeover.
- Service staff's training on hand washing has been re-enforced and no food or drink will be served to guests without staff thoroughly washing their hands first.

#### **What should Bay Tree Guests do?**

Upon arrival, all guests, including partners and friends of the guest whose booking the room has been made under, will be required to have their temperature checked (by contactless thermometer), complete and sign a short questionnaire regarding their health and provide contact details should they need to be traced following any COVID-19 infections of themselves or other guests. Should anyone record temperature above 38c or be showing any other symptoms The Bay Tree reserves the right to refuse entry and to cancel reservations.

On arrival at the hotel guests are requested to use a hand wipe or the sanitising gel that is provided at the front door. The hand wipe is safe to use on your face. 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.



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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. Guests will be asked to agree set meal times. For some rooms, table and chairs can be added to provide in-room meal service instead of using the restaurant.

Guests may be asked to agree set meal times (for some rooms table and chairs can be added to rooms to provide in-room service instead of using the restaurant) and to agree departure times so that social distancing guidelines

Anti-bacterial wipes for guest use are available at entrances and on request

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.

For guests staying more than one night, please note that it is our policy that staff will not enter guest rooms during stays unless there is an emergency. This is to protect both room occupants and our staff and minimise any risk of infection. We provide a basket outside the room door whereby any dirty items can be exchanged and new room amenities left.

Please note that in line with latest government advice, enforceable in law, guests are required to wear face coverings in indoor public areas unless they are eating or drinking. We thank you in advance for your cooperation. All staff have face coverings on them, should you prefer to see them wearing, but for issues of practicality and comfort, will only wear when specifically requested to do so.