

# Heritage Leisure ~14 STEPS TO SAFETY

At Heritage Leisure we are committed to delivering a clean and safe environment for both our Staff and our Customers and have created a 14-step safety protocol to ensure our hotels are as clean and safe as possible.

These steps are designed to make you feel secure & confident when you visit our hotel. Rest assured though that we will endeavour to apply these principles without compromising our welcome or our hospitality!

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|  <p><b>1. Social distancing</b><br/>We are implementing social distancing measures throughout the hotel.</p>                         |  <p><b>2. Increased cleaning and disinfecting</b><br/>We are increasing cleaning and disinfecting frequency throughout the hotel, paying special attention to high-touch items.</p> |  <p><b>3. Air circulation</b><br/>We are ventilating public areas as much as possible to allow increased air circulation.</p>                                  |
|  <p><b>4. Sanitising stations</b><br/>We are installing alcohol-based hand sanitising units as many public areas as possible.</p>    |  <p><b>5. Protective barrier</b><br/>We are installing protective screens in close contact areas such as Reception.</p>   |  <p><b>6. Express Check-in</b><br/>Registration will be completed electronically with clean and disinfected keys provided on arrival.</p>                      |
|  <p><b>7. Express check-out</b><br/>We are providing an express check-out process to minimise contact with team members</p>        |  <p><b>8. Methods of payment</b><br/>We are targeting contactless / card payments only. No cash please if possible.</p>   |  <p><b>9. Bedroom Cleaning</b><br/>We are deep cleaning after every stay. Where possible rooms will be left vacant for 24 hours before the next arrival.</p> |
|  <p><b>10. Linens</b><br/>All linens are professionally washed at a temperature above 60°C for optimal disinfection.</p>           |  <p><b>11. Restaurant &amp; Bars</b><br/>We are spacing tables apart to provide social distancing, limiting numbers with no buffets served.</p>                                   |  <p><b>12. Food safety</b><br/>We are adhering to the strict safety procedures while serving all food and beverages.</p>                                     |
|  <p><b>13. Team training</b><br/>We are providing team members with a comprehensive hygiene and prevention training programme.</p> |  <p><b>14. Team member PPE</b><br/>We are providing team members with the correct personal protective equipment where required.</p>   |   |