

# Small Accommodation

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TED

Tourism  
Enterprise Development  
Programme



tourism  
northernireland



**Tourism NI - Business Support and Advice**

**Working safely during COVID-19 in Hotels and  
Tourist Accommodation**

**Guidance from your sector**

# Guest Houses, B&Bs, Self-catering

UKHospitality, NIHF and Hospitality Ulster guidance

<https://www.nihf.co.uk/>

<https://hospitalityulster.org/>

[www.ukhospitality.org.uk](http://www.ukhospitality.org.uk)

Association of Scotland's Self-Caterers: <https://www.assc.co.uk/policy/cleaning-protocols-for-self-catering-properties-in-the-context-of-covid-19/>

Professional Association of Self Caterers: [www.pascuk.co.uk/](http://www.pascuk.co.uk/)

# Risk Assessment

Northern Ireland  
Hotels Federation

The Association  
of Scottish  
Self-caterers

- 1 Develop risk assessment involve all staff, regular review and amendment
- 2 Develop new operating procedures and guidelines for staff and customers
- 3 Produce check lists for cleaning and hygiene routines
- 4 Publicise and highlight to staff and customers

## HEART OF ST ANDREWS

# What are we doing about Covid 19?

### RISK ASSESSMENT

We have updated our risk assessment in line with government guidelines and taken the appropriate steps to mitigate risk. These steps include enhanced cleaning protocols, purchase of new cleaning materials and equipment, eliminating face to face contact with guests and moving instruction manuals from paper copies to a digital format. We have also completed a covid 19 cleaning course.



 Heart of St Andrews

 heartofstandrews

 heartofstandrews.co.uk

### SPECIALIST CLEANING

We are using unperfumed, food safe, non toxic, hospital grade, bactericidal and virucidal cleaner & disinfectant for the first step in our two stage cleaning & disinfecting process. This complies with EN standard 14476 and has a log kill rate of 7. It is broken down quickly & completely into harmless material (carbon dioxide and water). Supermarket cleaners are not sufficient as they have a log kill rate of 5, leaving some bacteria and viruses behind.



### TWO STAGE DISINFECTING

After cleaning and disinfecting, we are using a cold ULV fogging machine for a second disinfection, using WHO approved bactericidal and virucidal disinfectant on all surfaces, including soft furnishings. This also complies with EN standard 14476 and has a log kill rate of 7. The fogger allows us to reach every surface in the apartments and the disinfectant is broken down quickly into water, oxygen and carbon dioxide.



### LAUNDRY AND KITCHEN

Our bed linen is all 100% Egyptian cotton and is washed on a 90 degree full wash cycle. We also change all mattress protectors and pillow protectors between each stay. All crockery, cutlery, glassware and cookware is washed on a hot wash cycle before each stay (even where clean). Our vacuum cleaners all have HEPA filters and our steam mops have removable washable heads.



### COMMUNICATION

Whilst we may not be able to greet you in person, we are available at any time with any queries you may have. There are clear instructions issued in advance in relation to contactless check in / out and housekeeping information for the apartments. As always we encourage and welcome any feedback at any time.



### FLEXIBILITY

If you are unable to stay for any reason, you can cancel with a full refund at any time up to two days before your stay or transfer your stay to any future dates with no increase in price, so you can book in confidence. We look forward to welcoming you back to our apartments in the Heart of St Andrews.



1 Highlight Risk Assessment

2 Cleaning, disinfecting and laundry

3 Food service and kitchen

4 Services you can provide and your expectations of guests



Support your business recovery. **APPLY NOW**

"We're Good To Go" is the official UK mark to signal that a tourism and hospitality business has worked hard to follow Government and industry COVID-19 guidelines and has a process in place to maintain cleanliness and aid social distancing.

Please select your country \*

Northern Ireland ▾

[www.goodtogoni.com](http://www.goodtogoni.com)

# Website

## Details of New Procedures

- 1 Welcome note: Be clear you are keen to welcome visitors, detail what it means to you, your staff and the local community to be open
- 2 Explanation of arrival, stay, food, service and departure. Changes to hospitality and service. Guest responsibilities
- 3 Communication systems: How will you engage with visitors
- 4 Develop a video or pdf , with walk through of the customer journey

# www.linkshousedornoch.com

## The integrity statement

**Welcoming you back** - our enhanced safety measures

**What we are doing differently** - information and communication on line

**Looking after our team** – Covid-19 trained , PPE, social distance, support

**Looking after our guests** – cleaning , hand sanitisers, in room kit

### What we ask of you

- Be considerate to fellow guests, each person's idea of risk is different
- Use hand sanitisers and wash hands regularly
- Check your emails as we will send updates and information by this means

**Pre Arrival and check in** – on line, go directly to room times staggered

**Food and beverage** – breakfast sittings, in room service, outside areas

**Housekeeping** – hospital grade chemicals, fogging machine, room clean seal

**Check out and departure** – on line, phone , post visit survey

**Best practice** - keeping up to date with guidelines





# Website

# Bookings

# Added value

- 1 Take control, do you need the OTA?
- 2 Regular communication. Before, during, after.
- 3 Flexibility on cancelations and re-booking
- 4 Encourage longer stays , give incentive , added value packages

# Website

## Development of new 'What to see and do' guides

Your Personal  
recommendations

- 1 Outdoor environment, walking, cycling, activity. Hire and activity companies
- 2 Indoor, with space, social distancing
- 3 Children, families, education, fun
- 4 Restaurants and take-aways, support local businesses and producers

# cleaning routines

Less items  
to touch

Less items  
to clean

- 1 Declutter rooms, non essential items removed or available on request. In room tea and coffee removed
- 2 SC utensils, crockery and cutlery – everything washed in dishwasher.
- 3 No servicing of rooms / units mid stay
- 4 Rotate rooms / units  
Guests to bag up linen in SC. Ventilate rooms

# Arrival

Later check ins  
to enable thorough  
cleaning

- 1 Prearranged arrival time, staggered. Pre payment / check in on line. SC - key safe or open.
- 2 Physical distance markers, hand sanitiser, luggage wipes.
- 3 Guests locate own room, unit. Route map, On line advice for SC.
- 4 Can offer Tea on arrival, welcome packs in SC. Bike storage.

# Rooms and facilities

## Declutter

create additional  
areas with space

- 1 Remove bed cushions, extra pillows, iron and board, tea and coffee making facilities.
- 2 All beds mattress and pillow protectors, changed each new letting
- 3 Create additional outdoor space, for seating and dining
- 4 Extra dining facilities in rooms

# Rooms and facilities

## Additional sanitising products

- 1 Remove books , games, magazines, maps, menus, leaflets, CDs, etc
- 2 SC, declutter kitchen and living areas. Add barbeque facilities
- 3 Consider, hand sanitiser, anti bacterial soap, face masks, anti bacterial wipes as in room extras.
- 4 SC – provide additional cleaning and anti bacterial materials, dish washer powder, washing tabs, etc

# Breakfast

## Meals & Service options

- 1 Serve in room, outside, 'grab and go', dining room. Full cooked or continental.
- 2 Service stations or end of table. Room service to outside door
- 3 No self service or buffets, cutlery and crockery, napkin placed once seated.
- 4 Verbal menu, app, on line or blackboard

# Breakfast

## Hygiene & Service

- 1 Condiments – salt pepper, sauce  
Individual containers
- 2 Work with takeaway providers,  
supply crockery / cutlery
- 3 Clear tables after vacated. No  
table cloths / linen napkins
- 4 Wash hands before and after  
every service. Hand sanitising  
station

# Sustainability

VS

Quick, easy and  
disposable

- 1 Temptation to go single use and disposable.  
Environmentally damaging
- 2 Can wash at over 60 degrees, glassware, crockery, cutlery, table ware and utensils
- 3 More on line, less paper  
Confirmations, receipts, menus
- 4 Less frequent but more thorough cleaning.

# check out / departure

## Limited contact

## Post visit questionnaire

- 1 On line check out, billing, etc  
Leave key in room / unit
- 2 SC – visitors strip beds, linen,  
no shaking out. Clear  
instructions, open windows
- 3 Rotate rooms. Leave empty.  
No late check out. Open  
windows
- 4 Post visit questionnaire,  
contact. How did we do, what  
could have been better.  
All in this together

# Holiday Parks, Caravan, Camping and Motorhomes

British Holiday & Home Parks Association guidance:

[www.bhhpa.org.uk/covid19hs/](http://www.bhhpa.org.uk/covid19hs/)

National Caravan Council:

<http://holidayparkshub.org.uk/article/ncc-guidance-to-help-parks-reopen/>

“You can't go back and change the beginning,

but you can start where you are and change the ending.”

C. S. Lewis

Thank  
you

Northern  
Ireland  
Embrace  
a Giant  
Spirit



TED | Tourism  
Enterprise Development  
Programme

 tourism  
northernireland