

COVID-19 RE OPENING POINT PLAN

RESTAURANT WITH ROOMS

We have been working hard these past weeks to prepare for the new guidelines and making the necessary adjustments which need to be made. In light of this, to protect the safety and wellbeing of our staff and guests we have put together new procedures.

The New Procedures are as follow:

- ☑ Pre-Arrival
- ☑ Arrival and Check-In
- ☑ Common Areas
- ☑ Bedrooms and Bathrooms
- ☑ Food and Drink
- ☑ Check-out
- ☑ Our People: training, hygiene and protection

THE LEMON TREE'S POINT PLAN:

1. PRE-ARRIVAL

- ☑ We politely request that if you are displaying any symptoms of Covid-19 that you call us to postpone your stay. These include a high temperature, a new and persistent cough and loss of taste and smell.
- ☑ We strongly recommend that you download the government-approved track and tracing app to ensure we are all alerted to any guests who may pose a risk of spreading Covid-19.
- ☑ Cancellation Policy:
Cancellation without penalty is available up to 3pm the 3 days before arrival. Cancellations after this time will occur a charge equal to the entire bookings accommodation charge.

2. ARRIVAL AND CHECK-IN

- ☑ We politely request that if you are displaying any symptoms of Covid-19 that you do not enter the property. These include, a high temperature, a new and persistent cough and a loss of taste and smell.
- ☑ Customers are requested to contact the hotel 15 minutes prior to arrival to ensure our team are on hand to assist with your arrival and check-in, please be aware check-in is from 3 pm onwards.
- ☑ We have put in place signage on arrival and throughout the hotel detailing the guidelines we have in place to protect you and our teams.
- ☑ If you have any questions or need assistance during your stay, simply speak to a member of the team.
- ☑ Hand sanitiser will be provided at all entry and exits, customers will be required to sanitise on entering the property.
- ☑ Our check-in process has been streamlined to allow for a fast and reduced-contact experience, note that we will only be accepting debit and credit cards for the foreseeable

future, to avoid the handling of cash. The latest guidelines will be communicated to you via e mail.

- g. The Reception area has been reconfigured where necessary and marked out to ensure social distancing of a minimum of 2 metres can always be maintained.
- h. All surfaces, screens, door handles and equipment will be regularly cleaned and sanitised throughout the day.
- i. If you have any special requirements please let us know before you arrive so we can make the necessary preparations with everybody's safety in mind.

3. COMMON AREAS

- a. We have heightened and enhanced our cleaning procedures to include extensive cleaning of shared surfaces throughout the day.
- b. We have set up hand sanitising stations throughout the property for you to use and we politely ask you use these when entering the property.
- c. We have equipped our customer toilets with sanitising hand wash at the basins, as well as contact-free hand dryers and/or disposable hand towels.
- d. To avoid overcrowding and unnecessary contact we ask that guests who are staying with us - where possible - use the bathrooms in their bedrooms.
- e. When walking through the property we will ask that you please use your discretion and consideration by keeping a social distance of a minimum of 2 metres between yourself and other guests.

4. BEDROOMS AND BATHROOMS

- a. Every guest bedroom and en-suite will be fully sanitised before each stay and sealed to ensure no contamination occurs prior to your arrival.
- b. Fabric items such as mattresses, pillows, cushions, carpet, chairs and other furniture are sprayed with an approved sanitising solution, which is effective in killing Covid-19 but otherwise harmless to you and us.
- c. All surfaces are thoroughly wiped down and cleaned prior to your arrival.
- d. Linens and towels are professionally washed on high heat, with added sanitisation.
- e. All printed material has been removed from your room to avoid cross-contamination.
- f. Our housekeeping teams undergo strict sanitisation prior to starting work and will wear the appropriate PPE during cleaning.
- g. Daily servicing by our housekeeping team will only be available upon request, should you require this service, rooms will need to be vacant and personal items including toiletries stowed away.

5. FOOD AND DRINK

- a. When you stay with us you can dine in your room or, where guidance and regulations permit, in the designated dining areas. Evening dining times will be detailed to you via a welcome email, we respectfully request that guests endeavour to adhere to times to ensure flow and guest safety at all times.
- b. We have extended our dining spaces and are utilising all public areas to ensure all diners are a minimum of 2 metres apart.
- c. We are able to offer flexible table configurations dependent upon your household size. Including large multi-generational family groups that where possible be located alongside each other.

- c. We will be offering a complimentary 'in room' continental breakfast for you to enjoy during your stay. This will be delivered to your room early evening, the day before it is required.
- d. To maintain the social distancing guidelines, we will not be offering drinks at the bar instead, we will offer a full table service.
- e. We have created a one way system for our restaurants, limiting contact and maintaining a social distance between all guests and our teams.
- f. We ask that guests who are staying with us use the bathrooms in their bedrooms. If you are not staying with us we request that you follow the social distancing measures we have displayed on our signage when using the public toilets.
- g. We have equipped our public toilets with sanitising hand wash at the basins, contact-free hand dryers and/or disposable hand towels.
- h. Hand sanitising stations will be set up at the entry and exit points to use and should be used every time you enter the property.
- i. We will only be accepting credit and debit cards at this time.

All of these measures are to protect our residents and staff, to ensure the smooth running of the hotel and all may be reviewed when we feel appropriate.

6. CHECK-OUT

- a. Your room bill will be emailed to you on the morning of check out to include any extras you may have during your stay. Payment for any outstanding extras will be processed automatically charged to the card details held on our system.
- b. On check out, all you need to do is leave your room key in the key box located at the exit which you are departing by.
- c. If you did not book directly with the hotel, you will need to supply an email address to the reception team, if you require a copy of your bill.
- d. We ask that you use the hand sanitisers before leaving the hotel.

7. OUR PEOPLE: TRAINING, HYGIENE AND PROTECTION

- a. All of our hotel team have undergone comprehensive hospitality-focused training on how to prevent the contagion of Covid-19. We will continue to elevate our training as best practices evolve.
- b. Any staff member who shows symptoms will be immediately sent home and will be required to self-isolate for 14 days prior to returning to work. All staff temperatures will be checked and recorded each day.
- c. Hand sanitising stations are located at all entry and exit points back of house for the teams to use.
- d. The Lemon Tree operating procedures are clearly displayed throughout the back of house areas and extensive training given to all staff members.
- e. We have a dedicated team keeping up to date with any changes to government guidelines, this document is subject to change to ensure your safety.

Please note: *Subject to the latest guidelines we will be constantly reviewing our processes and precautions. This guide will be constantly updated to give you the very latest information.*