

**Atlas Hotels**  
**COVID-19 Safety Procedures**



<b>COVID-19</b>	
<b>CHECK IN/OUT, COMMON AREAS &amp; STAFF</b>	
What is the check in and check out procedure?	Contactless check-in and check out Guest waiting zone areas are mapped out and the guest will only need to step forward to pay and collect their room key. Plastic screens are at Reception Check out requires them to drop their key into a box at reception to be sanitised
How is social distancing maintained across common areas, entries and exits, and on check in and check out?	Public areas are closed in support of social distancing. We have signs encouraging social distancing throughout the hotel and have a one-person/household lift policy in place
Are there hand washing/sanitiser stations on entry and in common areas?	Yes – sanitiser stations are located at the hotel entrance, front desk, bar, breakfast and lift areas. Guests are advised to sanitise hands  Key touch points will be sanitised every hour (main lift buttons, door handles etc.) as part of enhanced cleaning standards
What is the current staff COVID-19 procedure for coming into work and while at work? ( <i>self assess, temp checks etc?</i> )	Follow government guidelines and isolate if any key symptoms
What are the luggage policies and procedures?	Luggage trollies removed
Are there concierge services provided? If so, how are these carried out?	N/A
How are meals or other foods & drinks being provided: Room service arrangements? Are vending machines or mini bars in use? How are these cleaned? Any restaurants or common eating areas? Any guest accessible kitchens? How are these cleaned?	Food and drink can be ordered and must be taken to your room Takeaway boxes will be provided Breakfast is a Grab & Go option only. Will be made available for collection All staff have recompleted food hygiene training and enhanced cleaning of preparation areas Staff provided with mandatory PPE for food handling/preparation
What is the procedure should one of the staff become unwell with COVID-19 symptoms while at work/at the premises?	Immediately leave work and follow government guidelines i.e. test/self-isolation

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What is the procedure should one of the guests become unwell with COVID-19 symptoms while staying in the hotel/accommodation?	Guest to follow government guidelines. If self-isolation is required within hotel, assistance would be offered. Room would be left for 72 hours and thoroughly deep cleaned when guest departs
What is the out of hours access procedure?	Hotel reception manned 24 hours
Are there any personal protective items that guests must wear/bring and what is the policy on these? (e.g. face coverings)	Government guidelines indicate that Face Coverings must be worn in all public areas of the Hotel
<b>CLEANING</b>	
What are the current cleaning arrangements throughout the premises? (incl reception & common areas, stairwells, lifts, doors etc.)	Common touch points will be sanitised every hour – team following set cleaning schedules.
How are rooms/accommodation cleaned before a new person/group comes in? (How [products, PPE, method etc], frequency, who by, what products etc)	Hotel will follow IHG Way of Clean standards using Ecolab chemicals. Within the 5 step cleaning system, 10 areas within the room (high touch points) have been identified for enhanced sanitisation. Room will be sealed after cleaning and only guest to then enter. PPE is already provided due to use of chemicals. Stayover procedures – guest will be offered the choice of either daily clean or no entrance during stay.
How are room/accommodation keys cleaned and distributed?	Key cards are sanitised after each guest departure
Are rooms cleaned during use? Who by and how?	See above
Can guests opt out of housekeeping or room cleaning during their stay?	See above
Are cleaning products and equipment provided in the room/accommodation for guests to use?	No
How are rooms/accommodation cleaned for longer/extended stays (more than 3 days)?	If guests request cleaning – daily clean will be provided or left for fresh linen/towels after 5 nights (again with guest permission)
How are linens and towels stored, collected, washed and returned? How often does this occur?	Locked linen rooms provided by professional linen contractor. All linen will be lashed at 60-70 degrees
Are there any items in rooms/within accommodation that cannot be cleaned properly? Can these be removed from the room	All non-essential items have been removed i.e. cushions, bed ends, collateral

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or access be restricted? (e.g. papers, books, electrical goods etc)	
<b>SECURITY</b>	
Who else has access to the room/accommodation? (incl cleaning staff, hotel staff, landlord, property owners etc)	Only cleaning/hotel staff and only with guest permission
If others have access to the room/property, why is this so, how often and how do they access it and can we restrict their access/use?	N/A
What other groups are permitted to stay/are staying at the hotel? <i>*Under Covid-19 conditions, hotels and accommodation providers may be permitted to let critical workers and some other community groups stay overnight.</i>	
<b>ACCESS &amp; EGRESS (Including Fire and Emergency)</b>	
How is social distancing maintained across the access routes to all rooms and buildings?	Signage throughout the hotel – lift policy restricted to 1 person/household
Are there any lifts or stairwells used? If yes: How are these cleaned and how is social distancing maintained? Any restrictions on their use? How are they policed if restricted? Disabled access?	Hourly touch point cleaning schedule
Do the fire and emergency access routes maintain social distancing?	Staff will direct guests in event of an evacuation
Do assembly points and routes leading away from the building maintain social distancing?	Staff will direct guests in event of an evacuation

<b>FURTHER COMMENTS OR NOTES</b>	
<p><i>Please add any additional information you feel would be useful.</i></p>	