



For Our Hotel Guests

TCC Covid-19 Secure

## 1. Our 10 Point Room Clean Plan

We have identified the 10 high usage areas of the bedroom and bathroom to ensure thorough cleaning and sanitisation of these areas

1. **Switches and Electrical Controls**  
Lights, lamps, switches, electrical controls
2. **Handles and Knobs**  
Doors, wardrobes, furniture knobs, handles
3. **Climate Control Panel**
4. **In Room Amenities**  
Telephone, remote control, hairdryer
5. **Bed and Bedding**  
All bed linen including duvet covers, pillowcases, sheets
6. **Hard Surfaces**  
Tables, desks, nightstands
7. **In Room Food and Beverage**  
Tea/Coffee making facilities
8. **Major Bathroom Surfaces**  
Toilet handles and seat, splash walls, shower control, shower screen, taps
9. **Bathroom Amenities**  
Dispensers, individual amenities, soap dish
10. **Bathroom Floor**



## 2. Our Property

- Your safety and enjoyment is our priority
- All our areas have been reorganised to provide social distancing
- Protective Screens, Sanitising & Cleaning Stations, Directional Signs are in place for your safety and wellness

- We have heightened and our visible cleaning in place by The Clean Crew
- Health Club operations will be available however some areas might be limited use based on government guidelines.
- We have put in place signage throughout the property detailing the guidelines we have in place to protect you and our team. Any guests or visitors displaying Covid-19 symptoms may be asked to leave the premises
- We have equipped our customer toilets with sanitising hand wash at the basin, as well as contact free hand dryer and/or disposable hand towels
- To avoid overcrowding and unnecessary contact we ask that guests who are staying with us, where possible, use bathrooms in their bedrooms

### 3. Our Guests

- Temperature checking on arrival and departure of the Hotel
- We strongly recommend that you download the government approved track and trace app to ensure we are all alerted to any guests who may pose a risk of spreading Covid-19
- 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.
- Our guests safety is key to us and social distancing plans will be available in each room to enable safe passage around the property
- Enhanced cleaning to protect all our guests
- Information for all guests on chemicals used on property
- When walking through our property we will ask you to please use your discretion and consideration by keeping a social distance of a minimum 2 meters between yourself and other guests where possible. We have put in place floor markings and guidance signage throughout the hotel to assist

### 4. Our Bedrooms and Bathrooms

- Guests will be provided with hand sanitiser in all our bedrooms for you to use, as well as an information guide on best practices for staying safe during your break with us.
- Every guest bedroom and en-suite will be fully sanitised before each stay and sealed with our TCC Clean Seal to ensure no contamination occurs prior to your arrival
- Electrostatic cleaning will be performed on every room prior to stay, sanitising the room fully. (From August 20)
- 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 (From August 20)
- All surfaces are thoroughly wiped down and cleaned prior to your arrival.
- Linens, towels and robes are professionally washed on high heat, with added sanitisation
- All printed material has been removed from your room to avoid cross-contamination

- Our housekeeping teams will wear the appropriate PPE during cleaning

Note: In July all rooms will not have been let for at least 24 hours prior to arrival

#### 5. Our Team Members

- New Covid-19 training in place & PPE available for all our team
- Staff areas reorganised with cleaning stations and Covid-19 information
- New working shift patterns for all departments
- Offices reorganised to ensure social distancing and individual desks
- Employees to complete Covid-19 training prior to returning to work with on-going training as further information is released
- If a team member shows symptoms of Covid-19 they will immediately be sent home and will require to self-isolate for 14 days

#### 6. Clean Crew

- New cleaning & checking systems implemented to ensure TCC cleanliness in guest rooms
- Use of viricidal cleaning agents used across the property
- Sanitisers in all guest rooms for guest use
- Bedrooms to be checked and doors sealed with TCC seal once completed
- Enhanced daytime cleaning on property with strict cleaning regime
- Overnight cleaning in place to deep clean wet areas
- Electrostatic Cleaning to take place in bedrooms ( From August 20)
- Bedrooms to remain vacant for xx hours before being occupied
- Disposable cleaning materials used such as mops to ensure no cross contamination

#### 7. Check in & Check Out

- We politely request that if you are displaying any symptoms of Covid-19 that you do not enter the hotel
- We have put in place, in our main hotel entrance, cleaning units with sanitising and temperature checks. We ask you to please use these on entry and exit of the building
- Screens in place on Reception with bedroom keys sanitised before use
- Our check in process has been streamlined to allow a fast-reduced contact experience. Please note we will only be accepting debit and credit cards for the foreseeable future
- Pre-payment where possible on all bedroom bookings
- Social distancing markings in place on route to bedrooms
- Signage has been put in place with guidance on usage of our lift. You are welcome to use the lift and we will ensure regular cleaning. We ask that they are occupied by only one family group at a time
- Where possible single use items will be used such as bathroom glasses and replaced daily

- 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
- A printed room bill will be placed under your door early on the morning of check out
- To check out, all you need to do is leave your key in your room and we will automatically take payment for any extras using the debit or credit card details we hold on file, should you have any queries please dial 0 for reception. We will email you a copy of your final invoice. We ask that extras are paid for at the time of purchase
- If you did not book directly with us, you will need to supply an email address at reception so that we can forward you the final invoice

#### 8. Our health and Fitness Facilities

- One-way system to access and depart the wellness facilities
- Booking system for wellness facilities to ensure correct flow of guests as we will need to limit the number of guests due to social distancing, therefore they are subject to availability
- Numerous sanitisers & cleaning stations throughout the facility
- Overnight deep clean of wet facilities and enhanced on going daytime cleaning by The Clean Crew
- Social distancing in gym areas with recommended social distance
- Short periodic closedown of facilities will occur throughout the day to carry out further deep cleaning and sanitisation

#### 9. Our Food & Beverage Facilities

- When you stay with us you can dine in your room or, where guidance and regulations permit, in the designated dining areas
- We have extended our dining spaces and are utilising all public areas to ensure all diners to the recommended social distance
- We are able to offer flexible table configurations dependent upon your household size.
- We will be offering an à la carte breakfast for you to enjoy during your stay. To manage social distancing, we will agree dining times in your pre-arrival call Or a 'Grab and Go' breakfast option is available.
- We ask that guests who are staying with us use the bathrooms in their bedrooms
- We will only be accepting credit and debit cards at this time