



The Green House “Welcome Back” Action Plan

This plan has been collaborated on with the hotelier network in Bournemouth. We have followed the government guidelines and added a few extra points that will ensure our area is safe and secure. It is important to us at the Green House to keep our guests safe within our grounds but we also want to extend this to places you will visit locally. Please consult with the team on any places we recommend for safe visits during your stay. Our guest welcome is what we are known for and we will be ensuring that our guest journey whilst at the Green House and Arbor restaurant is the safest it can be but also still fun and relaxing.

Overview:

We will be reopening slowly keeping some rooms out of action to avoid overcrowding at this time. We will provide all guests with table service. Preference on bookings for Arbor will be with our residents, local Dorset residents and all our lovely guests who supported us during the lockdown by accepting vouchers instead of refunds.

Parking:

As we are not operating at full capacity there will be plenty of car parking spaces for guests and local residents collecting take away. This will provide the necessary distance between vehicles and their occupants upon arrival/departure wherever possible.

Cleaning:

We will implement stringent standards of cleanliness throughout the premises. (Details below)

Signage:

Clearly visible health and hygiene reminders throughout the property from arrival to the car park. All guests will access the Green House from the front door on Grove Road. There will also be markers indicating movement around building/rooms.

Team Training

- Each team member will attend a virtual induction meeting prior to opening. At this meeting they will be trained in the new safety and service procedures as below.
- All employees have received training on COVID-19 safety and sanitation protocols with more comprehensive training for teams with frequent guest contact including Housekeeping, restaurant and bar and guest facing departments. One to one department specific training has been organised & scheduled for each member of the team as appropriate to their role.

- All team members will be asked to sign a declaration on return to work after the lockdown listing all symptoms, which will need to be reported immediately to a supervisor if displayed before entering the premise.
- A temperature check station will be set up for team members to be used at the start of each shift and used at regular intervals as appropriate. Anyone with a fever will be asked to go home and rest for 7 days.
- Each department will have a work bubble who will work the same days and times as each other and not mix with other bubbles.

Guest Experience

All guests will be contacted with a welcome letter prior to arrival explaining the procedures that have been adapted to ensure their safe stay during their stay. It is our aim to ensure that the whole experience while socially distanced is safe but also relaxing for all of our guests. Our guests happiness is still at the forefront of everything we do so please be reassured that this plan is here to protect you and your family and friends.

Arrival at the hotel

One guest for each reservation should enter reception to advise of arrival, please look out for signage so you know where to stand. Once you have been registered the rest of your party can enter the hotel safely when given the go ahead by the reception. This will allow us to manage the check in procedure safely and efficiently by limiting the number of guests entering the hotel but also allowing the maximum amount of attention for each guest.

Temperature checks for guests on arrival

Temperature checks will be conducted on arrival, this intervention is to ensure that staff, guests and the business can be protected.

Anyone with a fever will be denied entry so if possible, we will recommend that guests take their own temperature before they set off to visit us so they are not disappointed. All rates available during this time are flexible outside of 48 hours of check in. We will be happy to change the dates of guests reservations to an alternative date if guests get ill within this 48 hour period.

Check In

As guests check in all we will require at this point will be to show the payment card used to confirm the booking, this is to verify identification and payment method.

Virtual check in

All guest information, payment details and special requirements such as meal pre-orders, early morning calls, dietary needs, car registration etc. which are usually collected on check-in will be checked prior to arrival. Prior to arrival we will send all our guests an email to confirm details and to sign in and return to us. This will enable us to prepare the room key, registration card and additional information in advance. Guests once in house will speak to our in house guest concierge via the phone from their room regarding any queries they may have during their stay and prior to check out.

Payments

No cash payments will be taken and therefore any additional charges incurred will be billed to the credit/debit card provided at the time of booking. Balance details will be emailed to guests the night before departure to enable guests to check and agree the charges incurred until that point. Any additional items charged after this point will be added to the final bill. A call will be made to guests to confirm final payment and an email invoice will be sent upon check out.

Check out

There will be minimum physical contact between the guests and the team (sorry no more hugs). The keys are to be left at reception in the box provided, additional payments to be taken via contactless method wherever possible. No cash will be accepted. The customers invoice will be emailed or posted to them 24 hours later.

Storage

Luggage can be stored in the hotel after check-out, however, this can only be handled by the guest themselves. No portage service will be available at this time, however, an exception will be made for people with limited mobility. Please contact the guest concierge for any help needed and please advise us in advance of your arrival if you think you will need assistance so we can arrange this for you.

Housekeeping & General hygiene:

New standards on hygienic practices will be introduced to safeguard and protect guests and employees from possible infection.

Public Spaces and Communal Areas

- The frequency of cleaning and sanitising will be increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, lifts and lift buttons, door handles, public toilets, room keys and locks, stair handrails, dining surfaces and seating areas.
- All touch surfaces such as push plates, door handles and other such surfaces, including corridors and back of house areas to be sanitised/disinfected every hour.
- All the team here will be wearing visors or face masks depending on their roles.
- Lift rides should be limited to one person, or guests sharing the same room.

Bedroom supplies

- We will discontinue print magazines and newspapers for public use throughout the hotel.
- Extra pillows, extra towels, unnecessary magazines, and information folders will be removed from guest bedrooms.
- Any necessary "Guests information" will be emailed to guests prior to their arrival.
- Housekeepers will have limited access to service guest bedrooms during a stay. Guests staying longer than 3 nights can request their room to be serviced during their stay or there may be an option to move rooms if available. Housekeepers are only permitted to enter vacant rooms. We will ask guests to open the windows of their room prior to leaving the room by 10.00am on the day of service.

- Guests requesting fresh towels during their stay can leave used towels in the bags provided outside their bedroom door. Clean towels along with top up supplies of tea/coffee/water/milk/biscuits etc will be left outside the room on a tray in sealed containers.

Food and Beverage:

Arbor Restaurant and Bar

- Tables will be arranged in accordance with current Government Guidelines for social distancing and a maximum guest cap per table, which will be following government guidelines, can be seated together (unless occupying a family room with more people).
- Guests will be encouraged to use our outdoor dining terrace when weather permits.
- Continental breakfast and cooked breakfast options will be served directly to the table.
- Table service only for all food and drink.
- Arbor pre-booking will be mandatory and capacity managed to avoid overcrowding.
- Local diners can pre-book within 48 hours to manage capacity and social distancing for all diners.
- All food/supplies will be sourced from suppliers adhering to COVID safety requirements and always staying true to our environmental and responsibly sourced ethos.
- All tableware including condiments etc. will be on a request basis and will be cleaned after each customer leaves the table.
- Menu boards will be updated daily with the menu for that day, no physical menus available, everything will be online on our Arbor website from 1 week prior to opening and will be updated as necessary.
- Our kitchen will be running with a limited team at any one time to ensure the 2 metre distancing rule so our service times will change to incorporate longer service times with reduced visitors at each time.
- No cutlery to be left on the tables but served individually with the food
- All dining tables and chairs to be sanitized with designated disinfectant before serving new guests
- All areas to be once more disinfected/sanitized overnight by the night team.

Cleaning & Sanitising

- Restaurant work areas, stair handrails and trays to be sanitized after each use.
- Menus will be displayed on menu boards and online on Arbor restaurant website.
- A collection service will be introduced for afternoon tea and dinner and diners will book a timeline to collect their order from the Green House entrance.

Room Service

- Room service will be offered as an alternative, wherever possible.
- Team members will not enter the guest bedroom but leave tray on a tray stand outside guests' room.
- Finished trays can be left outside bedroom doors for collection.

Events

- We are following the government guidelines on this. We currently are offering our outdoor areas including our private green hut for up to close friends and family obeying the government distancing rules. This will change in accordance with lockdown lifting.