



THE BOAR'S HEAD

RISK ASSESSMENT

TAKING CARE OF GUESTS

Taking care of our guests is our main focus, their health and well-being has been at the forefront of our mind since day one. The updates from the Government have been monitored constantly by the Management of the Estate and The Boar's Head will react accordingly and sympathetically to the business operation.

There are changes in the way we operate to provide guests and staff with the confidence that we are doing all we can to keep safe, to implement social distancing measures as far as possible and to monitor the additional cleaning, health and safety protocols already in place.

We have created further procedures across the business which will be everchanging to reflect government and medical advice.

PROCEDURES

Increased sanitation and cleanliness

Social Distancing

Fogging of all guest rooms

Daily team updates

Fogging of indoor public areas

Minimum contact procedures

ENHANCED CLEANLINESS & SANITISATION

Harrogate Tipple who are based on site, supply our sanitising products, for more information, please see the attached link - <https://www.harrogatetipple.com/from-gin-to-hand-sanitiser-how-we-helped-the-local-community-and-beyond/>



e83ba3ca-9ae2-4d84
-a14e-273cde54459a.l

One Service Group -

Alongside the above additions we will increase our already stringent cleaning / sanitising procedures both front and back of house.

All guests and visitors of The Boar's Head will find increased hand sanitation stations with housekeeping audits on all public areas.

All staff members will be assessed daily on arrival to ensure they are fit to work under the Government Guidelines, anyone not fit to work will fall into a quarantine period all documented by our inhouse HR Department.

PPE will be provided for back of house cleaning to minimise contamination, operation of the Front of House will be strictly designed to minimise the contact with each guest visit.

All literature will be removed from the public areas and be replaced by email newsletters.

All team members will undergo refresh training on Health and Hygiene procedures before returning to work.

GUEST ACCOMMODATION

All our bedrooms will be cleaned by an external contracting company who fog the room after each use and in preparation for the next arrival please see link on the fogging process (<https://www.oneservicegroup.co.uk/hotel-cleaning/>)

Each room will be inspected daily by our Head Housekeeper and only the Head Housekeeper to reduce contact.

Alliance our providers of cleaning and sanitizing chemicals will continue to supply all our products and COSH training

Introduction of antibacterial products to be installed in each guest room

Our laundry company will deliver linen that has been machine washed in excess of 60 degrees, the required temperature to kill any trace of disease.

Guest amenities will be reduced in the room to essentials this reducing the risk of contamination. All cups and glasses in rooms will as always have passed through our washing machines with temperatures above 60 degrees again removing any possible diseases

SOCIAL DISTANCING

It is the responsibility of all our staff and guests to respect the Government Guidelines when it comes to the social distancing being mindful of other individuals outside your bubble and respecting their needs.

Guests will be welcomed by a Team member and taken to their table or accommodation with the instruction of how we operate the safe one-way system inside the property.

Seating and Dining areas have been rearranged to create the recommended distancing; some areas will be out of bounds until further notice.

No accommodation within the main part of the building will be let, we will for the moment only use our external guest bedrooms minimising the customer contact within the property, each guest will have direct access to their accommodation and not need to enter the public areas.

Parking for overnight guests only will be at the rear of the property. All other guest parking will be located at the main village car park

Smoking, No guests will be able to smoke on the perimeter of the building, leaving tables to smoke will be prohibited until a social distancing plan can be introduced for a smoking area (we will advise

that guests do not smoke on their visit to the property) all residential guests will be able to use the outdoor seating areas after the bar closes to smoke.

The WC on the first floor of the property will be for the use of staff only. All patrons will use the bathrooms on the ground floor following the one way system and observing any give way points clearly signposted

BAR & DINING

Social distancing will mean a 2 meter distance between each party, should someone within your bubble enter the Restaurant for a separate reservation, you will be discouraged from approaching their table or conversing across the Dining room this is in accordance to the Government rules of raising voices. "including no singing or chanting"

Breakfast will no longer be served in the property, however you can purchase breakfast from the Tea Rooms by the Castle, who will be operating the same distancing rules and offered on a first come basis.

All Accommodation residents will have to reserve a table to dine and this will be offered at the time of booking. We cannot accommodate any more than the allocated tables and slots we have.

Maximum party size at the property will be 8 guests, we will only allow 1 party of 8 at anyone time so please be mindful if we have a party of 8 booked, you will not be able to have a table until the existing party leave even if a table is available.

Menus will be disposable also a QR code will be provided to all for online menus

Drinks will be delivered to your table by your allocated host minimising contact. The empty glasses will also be removed by your host.

All food will come direct from the kitchen prepared and served by either the chef or kitchen assistant again minimising the contact needed.

JMD 01.07.2020