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# Our Commitment

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- Our aim is to keep our guests, team, suppliers and community safe and healthy, whilst continuing to provide the warm, personalised service for which we are known.
- We are proud of our exceptional high standards of housekeeping but will adopt additional rigorous, best-practice to keep our staff, guests and visitors secure throughout the hotel. The protocols have been designed to support World Health Organisation, Welsh Government and UK Hospitality Association guidelines.
- We want to ensure that everyone who visits, works and stays with us enjoys peace of mind, safe in the knowledge that the utmost has been done to keep them protected.

# Staff preparedness and training

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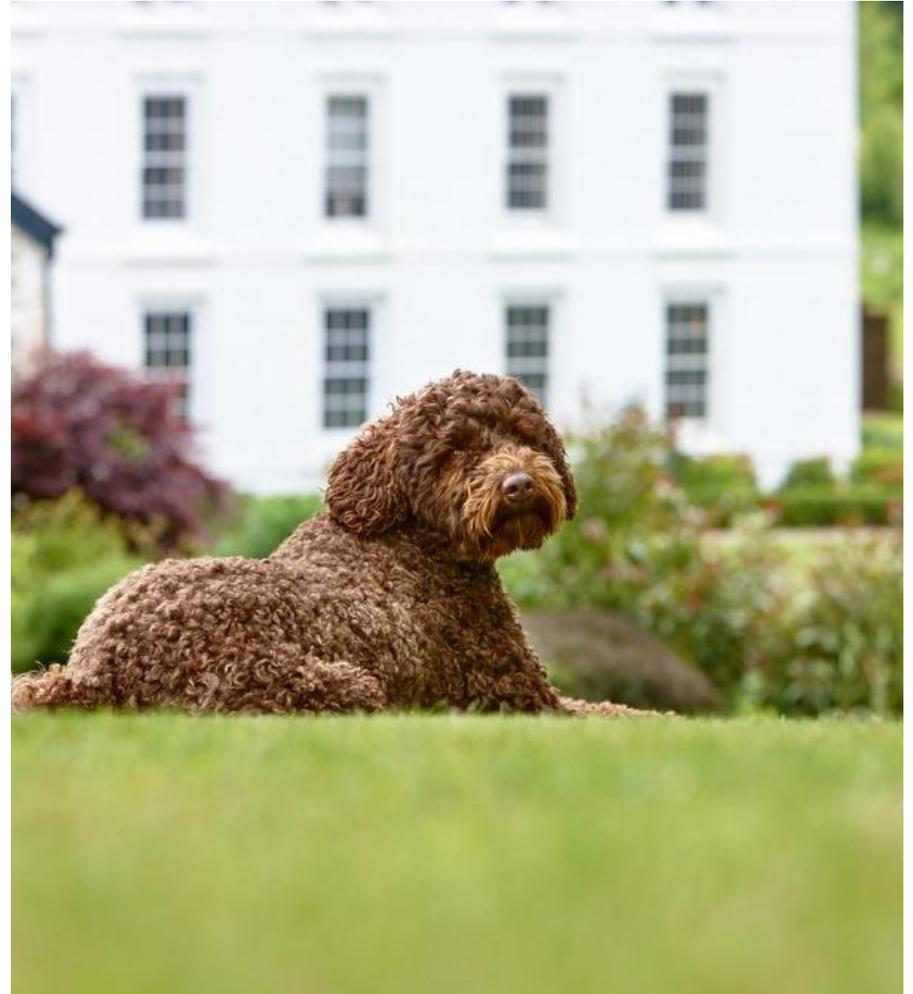


- Comprehensive COVID-19 prevention plan with an action checklist for infection prevention plus a special cleaning and disinfection plan is in place.
- All employees receive continuous training on COVID-19 safety and hygiene protocols. This details infection control, social distancing and enhanced hygiene measures including hand washing and the use of masks and gloves as recommended by local health authorities.
- All employees have signed up to a list of expected behaviours.

# Ensuring a safe environment

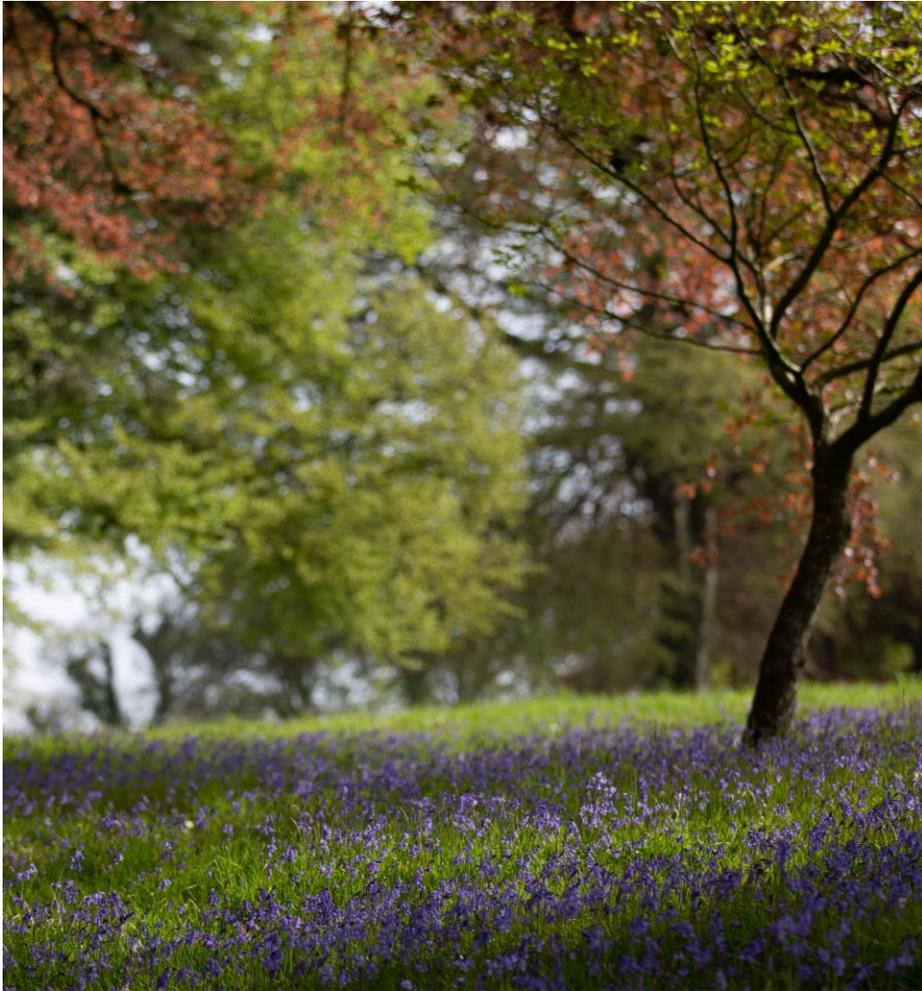
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- Rooms are fully sanitised using Ozone Technology between guest stays.
- Rooms are fastidiously cleaned daily using high-grade disinfectant products.
- Extraneous items are removed but available on request.
- Public areas are deep cleaned and sanitised every night.
- Enhanced cleaning and disinfection routines are in place in the restaurant, bars and private dining room.
- Hand sanitiser dispensers are placed at key guest and employee entrances and contact areas.
- Appropriate personal protection is worn by all employees based on their role and responsibilities and in adherence to government regulations and guidance.
- High-frequency touch points (light switches, door handles, handrails) are sanitised regularly.
- Tables are sanitised between every use.



# Enabling physical distancing

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- Guests are advised to practice physical distancing by standing at least 2 metres apart from other groups of people not travelling with them where possible.
- Employees are reminded to practice physical distancing by standing at least 2 metres away from guests and other employees whenever possible.
- All the outlets within the hotel comply with and/or exceed government-mandated occupancy limits to enable physical distancing.
- Person to person contact - shaking hands, touching, kissing between staff and guests, or staff and staff is not allowed.

# Our accreditation

We work in a Public Private Partnership with our Health and Safety Consultants at Pembrokeshire County Council and leading industry bodies to be fully compliant with Covid19 accreditation schemes including:

- Visit Britain “Good to Go”
- AA Covid-19 Confident

