

# Mercure Norton Grange Hotel & Spa

## COVID-19 Policy 01/08/2020

### Version 3



PRECAUTIONS  
COVID-19



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## MERCURE NORTON GRANGE HOTEL & SPA CORONAVIRUS POLICY

At the Mercure Norton Grange Hotel and Spa, welcoming, safeguarding, and taking care of guests & colleagues is at every heart of what we do. In the wake of the Covid-19 pandemic we have elevated those norms even further by launching a unique global cleanliness and prevention label: ALLSAFE. With the launch of ALLSAFE, we have now established some of the most stringent cleaning standards and operational procedures in the hospitality world, going beyond the government's minimal viable requirements to ensure guest and staff safety as our hotel & Spa reopen.

At the time of writing, on 27<sup>th</sup> July 2020, as per Government updates we are now offering below services

- Bed room sales
- Food & Beverage serving them in house & Take away
- Wedding Civil ceremony up to 30 including external staff
- From 1<sup>st</sup> Aug Wedding breakfast up to 30
- Opening of Gym, Swimming pool & Leisure facilities with closure of Saunas and Steam rooms
- Spa treatments except facial related treatments
- **From 15<sup>th</sup> Aug, all treatments including facials and full body massage with closure of Mud Rasul**
- From 1<sup>st</sup> Aug, small conferences up to 30 guests

We've designed our Covid-19 policy with the aim of creating a safe environment for both our clients and our staff. Here we explain the changes we are making to our operating processes and any temporary changes to our standard terms and conditions.

### TEMPERATURE CHECKS

For everyone's safety, Guest / Staff are not to enter the building if any symptoms of COVID-19 or tested positive. Mercure Norton Grange Hotel & Spa, reserve the right to refuse any services to anyone displaying symptoms. At the main hotel reception an Infra-red thermometer is available to check your temperature. Temperature will only be checked in case of visual symptoms. At the Leisure club reception up on arrival, all the members will be temperature checked with an infra-red thermometer, if the reading is 37.8 degrees or above, we will ask the members to return home and not to touch any surfaces on the way back.

### SELF ISOLATION

**Updated on 30<sup>th</sup> July: If any guests / staff have coronavirus symptoms 1) high temperature 2) new, continuous cough 3) loss of, or change to, your sense of smell or taste, do not leave home for at least 10 days.** Get a test done. Should personnel living with you show the above symptoms, please stay at home for 14 days from the day the first person started to show symptoms.

### SOCIAL DISTANCING

We are asking guests and staff alike to observe new social distancing measures throughout the hotel with 2-meter distancing where possible. Where this is not possible, we adopted 1 metre plus social distancing. Below are the measures we have in place for every one's safety:

#### *Outside the Entrance:*

- We placed floor markings with 2-meter social distancing in a que.

#### *Hotel Reception, Leisure Club reception & Spa Reception:*

- We have kept both sets of doors wide open to stop any contact with door handles.
- We placed guest hand sanitizing stations at receptions, public areas, lifts and toilets for guests & employees to sanitise hands.

- We removed all furniture to provide more space.
- We provided floor markings both ways in & out.
- We displayed safety measures on televisions screens to constantly remind all guests and employees.
- Screens / sneeze guards are in place at all receptions.

*Lifts:*

- We are operating 1 guest or guests from 1 room at a time to use the lifts.

*Corridors:*

- All fire doors are kept open with sound proof fire door holders to reduce the contact with door handles.

*Toilets:*

- To reduce contact with commonly touched surfaces like door handles we have kept all toilet doors open at 45 degrees.

*Restaurant & Bars:*

- We removed tables and chairs to ensure 2-meter distance between tables to maintain social distancing.

*Room Service & House Keeping:*

- Employees will not enter in to room to deliver food. Maintaining a social distancing of 2 meters, employees will leave the food bag on a trolley in front of the room entrance door, for guest to collect it from the trolley.
- Dedicated food pick-up station is designated at the lobby for grab & go breakfast service.
- House keeping staff will not enter to room to clean the room whilst the guests are in the room.

*Leisure Club:*

- Please refer to Spa policy and Leisure Club policy for social distancing measures.

*Conferences:*

- All meeting room capacities are recalculated based on 1 meter plus social distancing.

*Weddings:*

- Civil ceremonies are positioned based on 1 meter plus distance.
- Wedding breakfast set ups are based on 6 feet round table with 4 guests per table maintaining 1 meter plus social distancing.

**PPE**

All staff have been provided with the correct and safest levels of PPE and will be worn by our team members at all times and will adhere to the guidelines outlined by the Government. Face Masks, disposable aprons & gloves are mandatory for all staff whilst on duty. Based on the task being performed, additional PPE is available at the reception.

**CLEANING, DISINFECTING & SANITISING**

We've further increased our already exceptionally high cleaning standards by doing so we've introduced 2 stage ALLSAFE cleaning protocol. Stage 1 cleaning stage 2 disinfectant. We also increased our deep-cleaning regimes in all departments. We also provided guest sanitizing stations throughout the hotel including leisure club.

## **SANITISING STATIONS**

We have added multiple hand sanitising stations throughout the hotel and we invite everyone to use these regularly.

## **BED ROOMS**

In the effort to stop the spread of the virus, we have temporarily removed some of commonly used amenities, which are still available on request, please call reception on 01706 630788 if you need any of below amenities - Throws, Coloured pillows, Telephone, Iron, Iron board, Laundry bag, Extra pillows in wardrobe, Luggage rack, Hair dryer, removed all stationery except DND & Planet 21 sign at towel rail, Glasses from bath room & replaced them with individually wrapped glasses, we covered TV remote controls, removed writing pad & pencil; lastly replaced all mattress protectors with water proof, quilted, Microfibre mattress protectors.

## **KITCHEN**

We used the time during lockdown to refurbish our main kitchen with new floor, new walls and new dishwash area. We completed stripped the main kitchen and have a brand-new layout. All unwanted surfaces are removed for safe production of food.

## **FOOD SAFETY**

All food and drinks will be served with safety in mind. All menus will be single use only to stop the spread of the virus. Sharing platters are removed from menu. We are encouraging more healthy options in our menu in commitment for good health.

## **NO CASH POLICY**

To reduce the spread of the virus we are applying **NO CASH policy**. We only accept contactless card payments for all purchases or direct debits where applicable.

## **TEAM TRAINING**

All our team members are undergoing training to ensure that they will deliver services to the highest standards of hygiene and safety.

## **WATER / LEGIONELLA**

All water feeds to be fully flushed before reopening

All water tanks to be chemically disinfectant with ready to drink water, before reopening

All water samples to be tested

Only after satisfactory results both pools are opened for use.

Stara water hygiene and EWS are the certified nominated service providers who did the above tasks.

## **RISK ASSESSMENT**

Risk Assessments are written individually for all departments and will be reviewed regularly in line with Government updates. Please visit our website for a copy of our Risk Assessment.

## **TRACK & TRACE**

In support of the Government Covid-19 Track & Trace guidance, we are requesting your name, phone number and email address, which will be held securely along with the date and time of your visit for a period of 21 days, after which it will be properly destroyed in accordance with UK GDPR legislation. During this period your data will be used only if necessary, to provide to the authorised government authorities. For our privacy policy see the Accor website at [all.accor.com](http://all.accor.com).

## **COMMUNICATION TO GUESTS**

- We will display all our policies at our website [www.nortongrangehotel.com](http://www.nortongrangehotel.com)
- We will post our policies and updates on our social media

## KEEPING YOU SAFE DURING YOUR VISIT

- We have rearranged the layout of our facilities to ensure social distancing.
- Please respect the maximum capacity displayed for the particular area.
- Please wash your hands for a minimum period of 20 seconds.
- Please use the sanitizing stations we arranged for your safety.
- Minimize touching surfaces where possible.
- Please do not come to the hotel / club if you or any one in your household got symptoms of coronavirus.

## BUYING PRODUCTS AND GIFT CARDS

- Please let us know in advance, wherever possible, when you wish to purchase retail products. We will prepare these in advance for you.
- You can also buy gift cards online please visit our website [www.nortongrangehotel.com](http://www.nortongrangehotel.com).



## WE ARE AN "ALLSAFE" HOTEL

As part of the Accor Group, we are delighted to announce that Mercure Norton Grange Hotel & Spa is now certified as an 'All Safe' hotel after achieving a 95.95% in our recent audit. Although high standards of hygiene and cleanliness are already a given at Mercure Norton Grange Hotel & Spa, our ongoing mission is to protect our guests and staff during these unprecedented times and, making sure our teams and visitors to the hotel feel safe.

## WHAT IS "ALLSAFE"

Accor has now established some of the most stringent cleaning standards & operational procedures in the world of hospitality to ensure each guests safety as hotels reopen. These standards have been developed with and vetted by Bureau Veritas, a world leader in testing inspections & certification. For more details visit <https://all.accor.com/event/allsafe.en.shtml>

## LIMITED SERVICE

During these unprecedented times, and whilst government and industry guidance is constantly changing and evolving, we may be required to flex the way in which we operate specific facilities. If instructed we may be required to turn off certain features. As guidance currently stands, we are unable to operate our sauna, steam rooms and Rasul.

unfortunately, this decision is out of our hands and we ask that our visitors acknowledge this as there will be **no discount or compensation issued in this case**. If you have any questions please call us on 01706 630 788. We can't wait to welcome you back to our Club or hotel.

Signed: *Rama Arimilly*      Name: Rama Arimilly  
Position: General Manager      Date: 01/08/2020

