

# Mercure Norton Grange Hotel & Spa

## COVID-19 Policy

### STEP 4 from 19<sup>th</sup> July 2021



PRECAUTIONS  
COVID-19



#### HEAD OFFICE

9 Lord Street  
Gainsborough  
Lincolnshire  
DN21 2DD  
T: 01427 678 660

#### LONDON

4th Floor  
86-90 Paul Street  
London  
EC2A 4NE  
T: 0207 111 0958

#### MANCHESTER

Hyde Park House  
Cartwright Street  
Newton Hyde  
Cheshire SK14 4EH  
T: 0161 367 1214

#### HULL

West1  
West Dock Street  
Hull  
HU3 4HH  
T: 01482 534 348

#### BIRMINGHAM

2450 Regents Court  
The Crescent  
Birmingham Business Park  
Soliuhull B37 7YE  
T: 0121 69 59 290

## 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 updating this policy on 17<sup>th</sup> July 2021, the Government announced freedom date i.e. STEP 4 from 19<sup>th</sup> July below services can reopen.**

- Events to full capacity can reopen.
- Weddings can proceed with live entertainment, disco and dance.
- Face covering are not legal requirement.
- NHS Test & trace is advisory.
- All legal restriction & legal limits are lifted.
- 1 meter plus rule is ended.
- No COVID certification is needed to enter in to venue.
- bar counter service is available.

### TEMPERATURE CHECKS

We advise our guests to wear masks in all our public areas and whilst entering to hotel. It is a recommendation. Any guests with symptoms are asked not to turn up to hotel. hotel has the rights to check the temperature up on any visible symptoms. 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

Lateral flow tests are available at reception. please ask our receptionist if needed.

**There is a legal difference between self-isolation notification via the NHS COVID-19 app (advisory) and non-app contact from NHS Test and Trace (mandatory). 10 days self-isolation is mandatory in case of latter form of non-app contact (e.g. text, email, telephone contact, direct individual confirmed positive test)**

### VENTILATION

to ensure adequate ventilation from main entrance to bed rooms, we are keeping the windows or doors open. we have air handling units flowing fresh air in and around the pool side and at thermal facilities. we are using combination of natural ventilation and mechanical ventilation via air condition units where applicable. As we have issues with airflow in this building Co2 monitors are not required.

### SOCIAL DISTANCING

Even though 1 meter plus rule is ended to keep our guests & employees safe, we are keeping most of our current practices till 19<sup>th</sup> August 2021. Please note these limitations are recommended.

*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. where this is not possible, we maintained 1 meter plus distance between tables.

*Leisure Club: Please note all below limitations are recommendations to keep you and other guests safe.*

*Gym:*

- To ensure 1 meter plus distance, we closed & taped, every 2nd machine. for resistance machines, 1 cubic square meter boxes are taped on the floor, clearing indicating allowed space.
- 1 user per machine at any time.
- **15 minutes maximum allocated time per machine.**
- Maximum users in Gym is capped to **19 users**
- we removed few unpopular machines from the gym to give more space
- windows kept open to allow the fresh air.
- Air condition is turned all the times to circulate fresh air all the times.

*Ladies Changing rooms:*

- We are limiting the maximum capacity to **23 users**.
- We are asking our members to come prepared to use the gym and not to use the lockers & changing rooms.
- Where this is not possible, use of changing rooms and shower cubical is limited to **15 minutes**.
- We locked every other locker.
- We locked / kept out of order signs for every other cubical, sink & shower cubical.
- We kept the doors open where possible.
- Please bring your own pound coin for the use of lockers.

*Gents Changing rooms:*

- We are limiting the maximum capacity to **22 users**.
- We are asking our members to come prepared to use the gym and not to use the lockers & changing rooms.
- Where this is not possible, use of changing rooms and shower cubical is limited to **15 minutes**.
- We locked every other locker.
- We locked / kept out of order signs for every other cubical, sink, urinals & shower cubical.
- We kept the doors open where possible.
- Please bring your own pound coin for the use of lockers.

### Disabled Changing rooms:

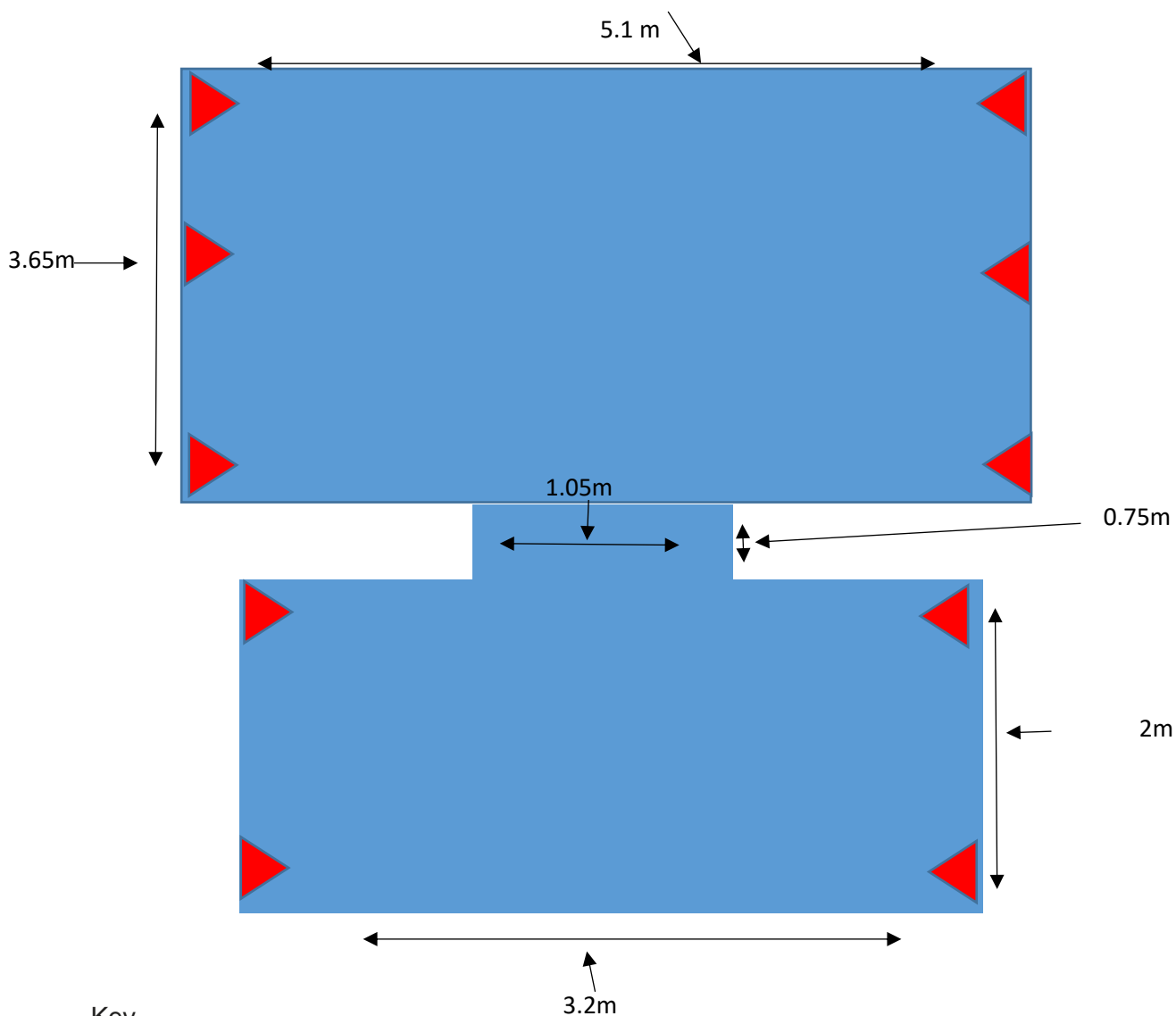
- We are limiting the maximum capacity to **1 user**.
- Where this is not possible, use of changing rooms and shower is limited to **15 minutes**.
- We locked every other locker.

### Swimming pool:

- **Based on 3-meter square per bather** we can accommodate up to 48 bathers. However, based on current government guidelines we are limiting **the maximum bathers to 30 at any given time**.
- We placed partition in the middle of the pool and created 2 lanes. 1 for slow paced swimmers and 1 for medium paced swimmers. Maximum capacity in each lane is 15 bathers.
- Swimmers must follow one-way system in their lane.
- Butterfly stroke is discouraged.

### Jacuzzi & Hydro pool:

- **maintaining 1 meter plus social distancing as the bathers are stationary in seated position, we are limiting the indoor Jacuzzi to maximum 4 bathers** and outdoor Hydro Pool to maximum **6 bathers** at any time, in designated locations as illustrated in the diagram below.



Key  
= Bather

- The use of Jacuzzi & Hydro pool is limited to a maximum time limit of **15 minutes**.

#### Additional Safety Measures:

- All bathers must face away from each other as shown
- All bathers are at a minimum 1.2m away from each other,
- No activity can take place that would involve moving from the highlighted seated position and reducing the distance from other bathers.

#### *Snail Showers:*

- Maximum capacity: 1
- Maximum length of stay: 5 min

#### *Aroma Room:*

- Maximum capacity: 2
- Maximum length of stay: 10 min
- Guest to sit at the clearly marked location only

#### *Steam Room:*

- Maximum capacity: 4
- Maximum length of stay: 10 min
- Guest to sit at the clearly marked location only

#### *Ice Room:*

- Maximum capacity: 1
- Maximum length of stay: 10 min

#### *Rock Sauna:*

- Maximum capacity: 4
- Maximum length of stay: 10 min
- Guest to sit at the clearly marked location only

#### *Bio Sauna:*

- Maximum capacity: 3
- Maximum length of stay: 10 min
- Guest to sit at the clearly marked location only

#### *Mud Rasul:*

- Maximum capacity: 2
- Maximum length of stay: as per the cycle
- Guest to sit at the clearly marked location only
  
- Please refer to Spa policy and Leisure Club policy for social distancing measures.

#### *Conferences:*

- 50% meeting room capacities can be allowed from 17<sup>th</sup> May. please refer to our conferences Risk assessment for more details.
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#### *Weddings:*

- Civil ceremonies are positioned based on 1 meter plus distance.
- Civil ceremonies, Wedding breakfast & evening receptions are permitted up to 30 guests.

## **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 with D10 with 5 minutes surface time stage 2 disinfectant with Oxivier with 1 minute's surface time. We also increased our deep-cleaning regimes in all departments. We also provided guest sanitizing stations throughout the hotel including leisure club.

## **SANITISING STATIONS**

All current sanitizing stations will remain in place throughout the hotel and we invite everyone to use these regularly.

## **TEAM TRAINING**

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

## **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**

QR codes are displayed in both receptions, we encourage our guests to register.

## **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.

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.

Name: Rama Arimilly

Signed: *Rama Arimilly*

Position: General Manager

Date: 17/07/2021

