

Mercure Norton Grange Hotel & Spa

COVID-19 Policy

19th Dec 2021



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. Since the start of this pandemic, with the launch of ALLSAFE, we have 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 19th December 2021, the Government announced

Mandatory face masks in all indoor hospitality venues. In all public areas like – reception, lifts, corridors its mandatory that all guests & staff must wear face masks. Guests are not expected to wear face coverings in Restaurant, bars, gym & swimming pool. All guest attending meetings, conferences & civil ceremonies must wear face coverings except meal periods.

There are no changes to

- Events to full capacity.
- Weddings can proceed with live entertainment, disco and dance.
- NHS Test & trace is advisory.
- Bar counter service is still available.
- We advise guests & staff to get their temperature checks done at reception.
- If any symptoms, please do not enter in to the premises.
- Later flow tests are available, if needed.

TEMPERATURE CHECKS

We advise our guests to wear masks in all our public areas and whilst entering to hotel. It is now "Mandatory". 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 no 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 in place. Please note these limitations are recommended.

Hotel Reception, Leisure Club reception & Spa Reception:

- We have kept 1st sets of doors wide open to reduce the 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 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:

- 1 user per machine at any time.
- windows kept open to allow the fresh air.
- Air condition is turned all the times to circulate fresh air all the times.

Leisure Club Changing rooms:

- We are asking our members to come prepared to use the gym and not to use the lockers & changing rooms.
- We kept the doors open where possible.
- All resident guest & non-resident club members are advised to bring your own pound coin for the use of lockers.

Swimming pool:

- **Based on 3-meter square per bather** we can accommodate up to 48 bathers.
- We placed patrician in the middle of the pool and created 2 lines. 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.

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
- We will post our policies and updates on our social media

KEEPING YOU SAFE DURING YOUR VISIT

- 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.



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: 19/12/2021

