

The Orange Tree's Covid 19 Policy

1. Guidance and best practice

We are following all government guidelines and have been actively involved in scoping out industry best practice with key tourism bodies and specialists. We will complete all necessary assessments and certification to validate our policies.

2. Our teams and suppliers

We will ensure that everyone involved in our business is fully aware of and committed to our ethos. This includes:

- Every team member being trained in new health and hygiene related procedures and their responsibilities towards our guests.
- New HR policies have been implemented ensuring that our teams are prepared to return to work.
- We will take all reasonable steps to follow the Government's Covid 19 Secure Work Guidelines.
- We are communicating with our suppliers to ensure that their policies and systems relating to health and hygiene meet our high standards.

3. Communication

We will share as much information as possible to provide assurance and transparency:

- We will update our pre-arrival email communications to provide additional information relating to health and hygiene, along with a simple pre-arrival health check and confirmation of booking details.
- New signage and focus points will be added across the pub and accommodation to promote hygiene and social distancing.

4. Cleaning

A new risk based approach to cleaning will be implemented and all team members will be trained accordingly. Hand sanitiser will be available and visible throughout our premises for use by staff and customers. Rooms will be individually stocked with sanitiser products.

5. Social distancing

We will maximise our communal and outdoor areas to create more space for guests. We will also use a 'one way' flow through the pub and accommodation to avoid pinch points.

6. Capacity

We will adhere to restrictions relating to maximum capacity, and whilst indoor dining is prohibited, our interior area will only be available to residents.

7. Dining

We will take all necessary measures to reduce contact, ensure hygiene standards and social distancing. These include:

- Breakfast service has been reconsidered and our team will serve you breakfast at your table, we will not be offering a buffet style breakfast with sharing plates or bowls. We will ask that you book a time slot to spread the flow. Breakfast can be taken in the garden, weather permitting or in your room.
- Dinner reservations will be staggered to ensure social distancing.
- Tables will be positioned the required distance apart, in line with government guidelines.
- We have constructed a new outdoor terrace, from which we can serve all meals.

8. Facilities

We have conducted detailed reviews across all areas of our business:

- The Children's play area will be closed until further notice.
- Portaloos will be provided in the car park of Manor Lodge for the use of our outside diners/drinkers.
- The inside toilets will be available for disabled use, baby change and for residents.

9. Technology and process

We have readdressed our technology priorities to focus on the elements which will help us deliver this plan. Examples include:

- Redesigning our check-in and check-out procedures to reduce paper, contact and speed.
- Our preference is for card payments.

10. The future

We remain excited about future opportunities to grow and innovate at The OT. There remain considerable obstacles for us to overcome in the coming months, however we are confident that with the support of our wonderful team and customers we will continue to thrive.