



Covid 19 Protocol and Welcome to the Riviera Hotel & Holiday Apartments

Following the relaxation of the Covid 19 rules from 19th July 2021, we are delighted to be able to offer more of our popular services again - whilst trying to keep everyone as safe as possible. Our friendly team will do our best to help you enjoy a comfortable and relaxing break by the seaside.

Covid 19 remains dangerous, and we want to keep everyone safe and the Hotel open by continuing some of the measures which have kept our guests and staff safe to date. We hope you will feel reassured by this approach and as we will always comply with Government Covid-secure guidelines, whatever they may be, this protocol will be updated if new guidance becomes available.

~ Key Points on how the current stage of Covid-19 will impact your stay ~

- All visitors to the hotel will be asked to confirm on arrival that they have not been asked to self-isolate, have not been in close contact with anyone who has tested positive for Covid and do not have the Covid symptoms. NHS Track & Trace check-ins will be available at Reception for guests who wish to check in.
- Our staff will wear masks and will be taking regular LFD tests before coming to work.
- Our restaurant and Bridge Bar & Grill have been arranged to allow for social distancing, so we have limited capacity at this time and booking is recommended.
- The rule of six has gone, so tables for six or more from any number of households is permissible and Bars are no longer restricted to table service.
- Reception and Bar screens will remain in place.
- We will maintain our enhanced cleaning procedures to include extensive cleaning of shared surfaces throughout the day, and sanitiser gel is available at key points at the entrances and in the public areas of the hotel.
- The Breakfast Buffet will be served but must be booked in advance.
- Bedrooms will be deep cleaned, sanitised, and sealed between guests and will not be serviced daily but fresh towels and tea/coffee/biscuits/milk are available on request to Reception.
- The pool and leisure facilities will be open but, to limit numbers for safety reasons, guests will be offered 45-minute slots which can be booked at Reception.
- We have procedures in place if any guest becomes ill with Covid 19 and cannot immediately return home. The Government advice is that they should avoid contact with anyone else and return home as soon as possible. If this is not possible and the hotel is able to accommodate them, strict safety conditions will apply, and the guest will be responsible for all applicable costs.

A fuller explanation of our safety measures will be found below.

Extensive Risk Assessments and health and safety guidelines have been prepared and our team have been fully trained and supplied with the appropriate PPE (Personal Protective Equipment) so that they are ready to welcome you safely for both you and themselves.

We have installed sanitiser gel dispensers and would kindly ask you to use the hand gel especially on entering the buildings and before touching lift buttons or handrails and to follow any signage and one-way systems which will be marked on the floor.

All shared surfaces, screens, door handles, bannisters and equipment will be regularly cleaned and sanitised throughout the day and after use.

~Before you arrive~

If you are feeling unwell or have been told to self-isolate, you must stay at home and follow the latest Government advice. Please phone us to postpone your stay.

- To minimise queues in Reception, you may be contacted by our Reception team to settle your stay amount in full (if not already pre-paid) and complete pre-arrival information. It is important please that you let us know of any special requirements you may have before you arrive, please.
- We have QR code posters by our entrances if you would like to check in with NHS Test and Trace.

~On arrival~

- In order that we can sanitise, thoroughly clean and service and then seal your bedroom or apartment for your safety, **check-in times are 3pm for the hotel and 4pm for apartments.** Please do not arrive early.
- For the safety of other guests and staff, we politely request that, if you are displaying any symptoms of Covid-19, you do not enter the hotel. We may make digital temperature checks. Anyone displaying signs of Covid-19 or travelling with them may be asked to leave the premises.
- The virus remains dangerous, unfortunately, so it would be appreciated if you would use the sanitiser dispenser whenever you enter the hotel and try to keep space between yourself and others.
- Our check-in process has been streamlined to allow for a fast and reduced-contact experience and a Perspex screen has been installed at Reception.
- We shall require confirmation on arrival that none of the guests in your booking has been asked to self-isolate, has tested positive for Covid-19 or is experiencing any of its symptoms. The symptoms are now different from the early days of Covid 19 and vary according to how many vaccinations you have had. This link provides full information:
<https://covid.joinzoe.com/post/new-top-5-covid-symptoms>
- At check-in, you will be asked (if applicable) to book your breakfast timeslot.
- So that contact at the desk is kept to a minimum, we would ask that if you need anything during your stay, you contact Reception via telephone/mobile, if possible.
- During these Covid 19 times, we have been advised against handling your luggage or belongings or showing you around the hotel or to your room. However, we are always happy to help and will ensure we do so with your safety in mind.
- If you have any special requirements, please let us know before you arrive so we can make the necessary preparations.

~Public Areas~

- We shall continue our heightened and enhanced cleaning procedures including extensive cleaning of shared surfaces throughout the day.
- We have affixed hand sanitising stations throughout the hotel for you to use

- To avoid unnecessary contact, we ask that guests use the bathrooms in their bedrooms, if possible, though our public area toilets are open and are subject to an extra sanitising regime involving long-lasting anti-virus agents.
- We will open windows and doors for fresh air ventilation wherever practicable and will use air-conditioning minimally during the crisis.
- We are fortunate to have large public rooms, but our staff will monitor for any overcrowding.
- When moving around the hotel – particularly in corridors - please use your discretion and consideration for others by keeping a physical distance between yourself and anyone else.
- We strongly encourage the wearing of masks by guests in the public areas of the hotel and we reserve the right to require this should circumstances change.
- Guests who are accompanied by children are responsible for always supervising them and ensuring that they follow social distancing guidelines.

~Guest Accommodation~

- Every apartment, guest bedroom and en-suite bathroom will be fully sanitised before each stay and sealed to ensure no contamination occurs prior to your arrival. Our housekeeping teams undergo strict sanitisation prior to starting work and will wear the appropriate PPE during cleaning.
- Fabric items such as mattresses, pillows, carpet, chairs, and other furniture are sprayed with an approved sanitising solution, which is effective in killing Covid-19 but is harmless to people. All surfaces and under-surfaces are thoroughly wiped down and cleaned prior to your arrival. Linens are professionally washed on high heat.
- If you prefer to bring your own pillows or bedding, please let us know in advance.
- During your stay in the hotel your room will not be serviced, and your bedding and towels will not be changed. If you require fresh towels, please ring Reception for a bag to put them in and new towels will be delivered to your room. If you are staying longer than five days and would like your room to be sanitised and bedding changed, please ask Reception. Should you require this service, rooms will need to be vacant and all personal items including toiletries completely stowed away for an agreed period.
- Apartments are fully serviced and sanitised only at the end of each stay.

~Indoor Pool and Spa Bath~

- To assist social distancing, we are limiting numbers of people in the swimming pool area (which includes the spa bath) and 45-minute bookings can be made daily with Reception.
- We do request that Hotel towels are not removed from the bedrooms. Towels for use in the Leisure Club are available from Reception when you go there to collect your entry code and must be put in the Leisure Club towel bins after use.
- Just before your time slot, please go to Reception to sign in and be given your entry code to the Leisure Club – ideally having first showered and changed in your room so arriving “swim-ready” to maximise your time in the pool.
- Reception can advise the quieter times for swimming if required.
- The changing rooms and toilets in the Leisure Club and pool area will be open.
- Gels, creams, and lotions which are not washed off before swimming, damage the water safety measures and may result in closure of the pool for a considerable time so we do request that you shower before using the pool or spa bath.

- Touchpoints and shared surfaces in the pool area will be sanitised by our staff but we request that you also use the sanitiser which is available at the entrance to the Leisure Club and at the top and bottom of the stairs to the pool.
- Please note that there are no Lifeguards. There is a printed copy of the Terms and Conditions in the lobby of the Leisure Club and by using the Leisure facilities, you acknowledge that you have read and accepted our terms and conditions and agreed to abide by them for yourself and your party.
- The Leisure Club is not supervised so please take responsibility for your own social distancing in the pool area.

~ Gym~

- The gym will be available for use. Please book at Reception and go there for your entry code.
- We request that any equipment which you use should be wiped down by you - both before and after use - with the sanitiser provided.

~Breakfast~

- Our popular Breakfast Buffet will be back, with assisted service.
- On arrival at the hotel, you will be able to book a fixed timeslot for your breakfasts for between 7.30am and 10am Monday to Friday and between 8am and 10.30am on Saturday and Sunday.
- We have extended our dining spaces to ensure all diners are a minimum of 1 metre plus apart. There will also be additional tables in the Britannic Room, the Bridge Bar and Ballroom.

~ Meals~

- The Bridge Bar & Grill will be open for drinks from 11am till 10.45pm (last orders) and for dinner and Bar snacks from 5pm – 8.45pm (last orders) each day. We shall offer a seasonally inspired menu which will also have children's options.
- If you prefer to dine in the Cunarder Restaurant, this will, subject to availability, be open from 6pm till 8.45pm (last orders) during school holidays or from 7pm till 8.45pm at other times.
- We recommend booking a table in advance to avoid disappointment. To book, please call Reception.

~Non-Residents~

- For the enhanced safety of our guests, we will not be open to members of the public while the Coronavirus problem exists.

~Check out~

- If you have a bill for any Extras, it should be paid as usual at checkout. For amounts under £45 (or higher, if increased by the Government) these can be paid by contactless in Reception.
- We regret at this time we cannot offer late check outs or luggage storage.
- With all the extra work required for sanitising bedrooms during the Covid 19 crisis, it is particularly important that rooms must be vacated no later than 11am on the day of departure please. Failure to do so by this time incurs significant extra costs so may result in a late check-out charge of £20 per hour. Please leave plenty of time to check out and please do not forget to leave your room key(s) in the box provided at Reception.
- If you did not book directly with the hotel and you require a copy of your bill, you will need to supply an email address to the Reception team.

Thank you for choosing to stay with us and thank you in advance for your own contribution in keeping everyone safe. We are grateful for your support and patience during these extraordinary times, and, despite the restrictions, we'll do our very best to help you relax and enjoy a well-deserved break.

The guidelines change frequently so we will be constantly reviewing our safety measures and this protocol will be continually updated to give you the latest information.

The Riviera Hotel & Holiday Apartments, Burnaby Road, Alum Chine, Dorset, BH4 8JF.

Email: info@rivierabournemouth.co.uk website www.rivierabournemouth.co.uk

Phone +44 1202 763653