

COVID-Secure Accommodation at Chichester Cathedral

While we have been closed, we have been developing ways of automating processes that were manual and/or replacing face-to-face tasks with digital ones to reduce the risk to our visitors and our team members as well as changing the ways we clean our bedrooms and public spaces. This is the results of the that work, some of these represent significant changes to the way we run our accommodation.

We are reducing our “Face-to-face” Tasks

1. Message for Payment:

There will no longer be a “check-out” process, the payment for your stay will be automated. So, when you leave, you will simply pack up your things and close the door behind you – removing the need to return keys.

We will no longer be taking any form of payment on site.

Using Stripe (our secure online payment gateway) we will now request payments via an automated message. We will be requesting advance payments and balances before arrival.

For example, guests can make a Stripe payment on their phone (in the message) so there is no need for a face-to-face terminal – this will update in the booking so we will know when the guest has paid. Even better, if they have ApplePay or GooglePay then payment is a quick thumb print on their phone.

Guests can pay at any time from within a message. Getting payments by message reduces unnecessary contact and will be initiated in an automated message via our booking platform.

2. Auto Arrival Times:

Just like the payment action guests can interact with their booking to change their arrival time. We have added a Confirm Arrival Time button to our messages so that when guests change their arrival time it simply updates in their booking, no manual changes required. With this information we can better manage everyone's arrival and control how many guests arrive at once – improving our control over social distancing.

We can flag any crunch points and inform the guests ahead of their arrival.

3. Electronic Registration:

Guests will “Check-in” Online

Guests will complete their registration details via a message to their email or smart phone so there will be no need for paper forms on arrival. **This contactless registration** puts guest safety first and streamlines check-in processes and eliminates the need for a member of staff to manually collect the data.

During this Global Pandemic we will also be issuing a **pre-arrival health screening** to ask guests to declare they are fit to travel without risk of infection to other guests.

4. Keyless Entry

Guests will no longer require a key for entry to the building or access to their rooms – removing the risk of a high contact items like a room key or a reception desk.

Guests will be sent an automated message with their unique code which will also give them access to the main door. These codes are programmed for the duration of their booking and automatically expire at 11am on the day the guest

is due to depart. Our housekeeping team will include the sanitisation of all key pads when resetting bedrooms for new guests.

Further Changes to the Way We Work

1. Reducing the Risk on High Contact Surfaces

In the short term and while social distancing is in place, we are not offering breakfast in 4 Canon Lane because it not possible for us to deliver this safely.

Our room rates are not inclusive of breakfast, so this should not impact the cost of your stay.

Instead we are encouraging those who are staying to go out into the City and utilise the small businesses who can provide safe takeaway services – guests are more than welcome to utilise the outside space at 4 Canon Lane to enjoy their food – keeping a safe distance from other guests at all times and ensure rubbish is disposed of correctly.

All reading materials, leaflets, and flyers in addition to the guestbook have been removed from rooms and public area and instead local tourist information is available from our website and the guestbook sent out in PDF form in advance.

2. Housekeeping:

- Working with our supplier, Diversey – we have introduced new cleaning products to our range of housekeeping materials. Including hard surface sanitisers which are EN 14476 compliant – used by all the large accommodation providers to ensure the products we are using are effective against COVID-19. Additional physical measures are also in place and include extra attention paid to high contact areas such as door handles, remote controls, and flushes and the use of disposable cleaning materials such as blue roll and single use J-Cloths.
- Whilst we have made every effort to remove unnecessary upholstery from the rooms; including bed runners and decorative pillows, we will also be introducing fabric safe sanitising for chairs and carpets.
- Until the end of 2020 – we will not be providing “refreshes” to bedrooms during your longer stays and asking that if bins are full that guests leave their rubbish in a sealed bag in the bin provided in the lobby area for collection by housekeeping – we will provide additional waste bags in our bedrooms.
- We now are asking our guests to please reuse their towels as much as possible – this is a change we intend to keep as it is far better for our environment – should further linen be required, this can be requested via

the messaging app and can be dropped outside the room the next day from 11am.

- We are still committed to reducing our use of single use plastic and our refillable hand soap and shampoo will be sanitised as a high contact area between stays.
- As a result of these additional measures we have amended our check-in time to 3pm at 4 Canon Lane to ensure we have enough time to fully sanitise a guestroom.
- If there is a reported case of COVID-19 – it may be necessary to cancel or reschedule your reservation to allow us the time to secure the space again

Further advice for guests;

1. Do not attend the site if you have symptoms of COVID-19
2. We will be responsibly engaged in Track and Trace and should an outbreak occur we may pass on your contact details to Track and Trace to limit the impact of an outbreak
3. Always maintain good social distancing, keep 2 metres between guests and between guests and staff
4. Wash your hands regularly

5. It is advised that you bring face coverings with you and use them where required if the 2-metre distant cannot be met

Further advice if there is a case of COVID-19

Principles of cleaning after the case has left the setting or area

Personal protective equipment (PPE)

PPE to protect the cleaner's eyes, mouth and nose might be necessary, this includes a mask and visor as well as gloves.

Cleaning and disinfection

Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids can be cleaned thoroughly as normal.

All surfaces that the symptomatic person has come into contact with must be cleaned and disinfected, including:

- objects which are visibly contaminated with body fluids
- all potentially contaminated high-contact areas such as bathrooms, door handles, telephones, grab-rails in corridors and stairwells
- Use disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings, following one of the options below:

Using either a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine

Avoid creating splashes and spray when cleaning.

Any cloths and mop heads used must be disposed of and should be put into waste bags as outlined below.

When items cannot be cleaned using detergents or laundered, for example, upholstered furniture and mattresses, steam cleaning should be used.

Any items that are heavily contaminated with body fluids and cannot be cleaned by washing should be disposed of.

Laundry

Wash items in accordance with the manufacturer's instructions. Use the warmest water setting and dry items completely. Dirty laundry that has been in contact with an unwell person can be washed with other people's items.

Do not shake dirty laundry, this minimises the possibility of dispersing virus through the air.

Clean and disinfect anything used for transporting laundry with your usual products, in line with the cleaning guidance above.

Waste

Waste from possible cases and cleaning of areas where possible cases have been (including disposable cloths and tissues):

Should be put in a plastic rubbish bag and tied when full.

The plastic bag should then be placed in a second bin bag and tied.

It should be put in a suitable and secure place and marked for storage until the individual's test results are known.

Waste should be stored safely and kept away from children. You should not put your waste in communal waste areas until negative test results are known or the waste has been stored for at least 72 hours.

If the individual tests negative, this can be put in with the normal waste

if the individual tests positive, then store it for at least 72 hours and put in with the normal waste

If storage for at least 72 hours is not appropriate, arrange for collection as a Category B infectious waste either by your local waste collection authority if they currently collect your waste or otherwise by a specialist clinical waste contractor. They will supply you with orange clinical waste bags for you to place your bags into so the waste can be sent for appropriate treatment.