

Staying Safe during COVID-19 at Porth Beach Hotel

We are very excited to be re-opening our doors imminently. We are here primarily to ensure you have a memorable Cornwall break. We are also taking every precaution possible to make sure our hotel and restaurant remain safe for our guests, diners, staff and family. We recommend you read all of the following information carefully to make the most of your stay. Below is more in-depth information on what we have prepared for you, in terms of room cleanliness and hygiene, and our lounge bar and restaurant provision. To note: dinner bookings are mandatory and limited in numbers and breakfast times will be staggered for your safety.

Keeping you safe in our hotel rooms

We have always provided outstanding levels of cleanliness throughout our hotel. We want to reassure you on the measures we are taking in order to provide a safe environment for you to enjoy your stay with us. Our key card entry system is currently being updated to allow you to download your key and enter the hotel and room using your mobile phone. We are also developing an app which once live (in the coming days) will allow guests to communicate directly with hotel staff, whether it be to request more towels, in-room tea fill-up, purchase mini bar items or book our restaurant for dinner to name but a few features. This is all a leap of faith into a new normal and we are here to help and make this work, so please don't worry if you feel daunted by technology - we are in this together!

Cleaning and Sanitising of rooms between stays

- Soft furnishings will be cleaned at 60 degrees plus (namely bed blanket and extra bed cushions) These will be plastic wrapped and 'sealed as sanitary' for you to open and use if required)
- High touch areas will be sanitised, including remote controls, kettles, hairdryers, light switches, door handles and of course throughout the entire bathroom
- Bedding is outsourced to a national linen company who have COVID safe procedures in place
- Your mini bar and contents will all be sanitised before your arrival and safety sealed
- Your tea-tray will be fully sanitised and sachet items replaced so you can be assured it is all safe to use
- We also employ an airborne all-surface sanitiser anti-viral disinfectant between stays at the end of our cleaning regime as an extra safety precaution

Social Distancing

- During your stay our housekeepers will not enter your room until vacated by you and only when requested by you either via the app or the door handle marker. If you would prefer to not have our staff enter your room, you can request items to be left at the door for you. You can use your in-room linen basket to put used towels outside that you would like renewed or leave rubbish bags out for collection
- Sick staff prohibited in the workplace

Personal Protective Equipment

- All housekeeping staff wear facemasks and disposable aprons
- Frequent hand washing
- New cloths and cleaning materials for every room to avoid cross-contamination

Extra Precautions

- If a guest or member of staff shows signs of feeling unwell, we have the authority to ask them to leave immediately or dial 111 on their behalf
- All guests will have to provide as a minimum, name, address, phone number and email in order for us to be able to carry out contact tracing if necessary
- Clear signage and floor markings is displayed throughout the venue

Keeping you safe in our restaurant

Our beach-view restaurant is open to hotel guests for breakfast daily. Our restaurant 'Chef Andrew Durham at Porth Beach Hotel' opens for dinner for both guests and external reservations Tuesdays to Saturdays, seating up to 16 diners at any one time. All our dining tables are located in a well-ventilated conservatory dining room with 1+ meter between tables with diners seated back to back from neighbouring tables. We offer an a la carte service for both breakfast and dinner. All evening diners need to pre-order in order that we can maintain safe staffing levels behind the scenes and front of house. We are currently developing a mobile app to provide contactless ordering and hope to launch in the coming days. Nonetheless, until then we will make sure that the following guidelines are adhered to both by guests and staff alike.

Cleaning and Sanitising

- Surfaces sanitised between sittings
- Common areas deep cleaned daily
- New menu provided to every guest
- Sanitiser provided for customers
- High touch areas will be cleaned regularly, including card machine, back of chairs, trays, condiment bottles etc.

Social Distancing

- Limited number of seated diners with staggered arrival times
- Distancing maintained in common areas and capacity restrictions
- Extra space between tables and using outside tables weather permitting
- No pre-laying of tables
- One-way system to public toilets
- Sick staff prohibited in the workplace

Personal Protective Equipment

- Waiting staff wear masks
- Frequent hand washing
- Aprons
- Separate zones for back and front of house staff

Extra Precautions

- If a guest or member of staff shows signs of feeling unwell, we have the authority to ask them to leave immediately
- All diners will have to provide as a minimum, name, phone number and email in order for us to be able to carry out contact tracing if necessary

- Clear signage is displayed throughout the venue

Keeping you safe in our lounge bar

Our beach-view bar and terrace is open to hotel guests only. We are restricting the bar to a maximum of 10 guests. A same restriction applies to the outside terrace of 10 guests only. Seating is well placed to allow for a 1 meter plus distance between guests and must be maintained. The bar front has been removed to allow for safe social distancing space. There is now also a walk-up facility for guests to help themselves with sanitiser and disposable gloves if preferred. We are currently developing a mobile app to provide contactless payment and hope to launch in the coming days. Nonetheless, until then we will make sure that the following guidelines are adhered to both by guests and staff alike.

Cleaning and Sanitising

- Surfaces sanitised regularly
- Common areas deep cleaned daily
- Sanitiser provided for customers
- High touch areas will be cleaned regularly, including card machine, back of chairs, trays, condiment bottles etc.

Social Distancing

- Limited number of guests allowed at any one time-not open to the public
- Ample Seating available in both bar and terrace allow guests to stay socially distanced and not congregate
- One-way system to public toilets
- Sick staff prohibited in the workplace

Personal Protective Equipment

- Waiting staff wear masks
- Frequent hand washing
- Aprons
- Separate zones for back and front of house staff

Extra Precautions

- If a guest or member of staff shows signs of feeling unwell, we have the authority to ask them to leave immediately
- All guests will have to provide as a minimum, name, phone number and email in order for us to be able to carry out contact tracing if necessary
- Clear signage and floor markings is displayed throughout the venue