

15 BASIL STREET COVID-19 OPERATING PROCEDURES

PRE-ARRIVAL

Check-in: Where possible, guests are encouraged to complete all check-in formalities with our reservations team at least 72 hours prior to arrival including arrival time.

Flexible cancellation policy: We're offering greater flexibility in the event of cancellation, just in case your travel plans change due to current situation around the world. This applies to all rates and packages booked directly or via your preferred travel advisor.

ENTRANCE, RECEPTION (CHECK-IN /OUT), PUBLIC AREAS, GUEST SERVICES

Hand sanitisation: Hand sanitiser dispensers are positioned in the lobby.

NHS Track and Trace: In line with government guidelines, we require our guests to use the NHS Track and Trace service. The QR code for the hotel will be clearly displayed.

Febrile guests: Any guest displaying a fever, high temperature of 37.8 degrees or above will be directed to the closest hospital/medical facility.

Luggage sanitisation: Disinfectant wipes are used when handling guest luggage.

Sanitisation: The front desk and high-touch points including lifts are disinfected on a regular basis. Guest pens are also sanitised before and after each use.

Face coverings: In line with government guidelines, staff and our guests are required to wear a face covering at all times, in all public areas of the hotel.

Payments: We are operating cashless and encourage contactless payment. Our PDQ machines are sanitised after each transaction.

Social distancing: In line with government guidelines, social distancing must be adhered to at all times. As a reminder to guests, signage is clearly displayed throughout the building including lifts.

APARTMENTS AND GUEST SERVICES

Self-isolating guests: Guests who are required to self-isolate for 10 days on arrival must remain in their apartment at all times during their quarantine period. Guests will receive a zero contact daily housekeeping service (see below for more information). After 5 days the guest will be required to pay for a full COVID-19 test (not a lateral flow test) and provide evidence of their negative test result in order to leave quarantine. Alternatively, after 8 days, the guest is able to take a free NHS test and leave quarantine if they can provide evidence of a negative test result. If either test result is positive, the guest must remain in quarantine for the full 10 days.

Housekeeping service: You will be asked at check-in for your housekeeping preferences, including service frequency and timings. In order to minimise person-to-person exposure, our housekeeping service timings are flexible.

Guests are able to choose from three options of daily service levels:

1. Zero contact - Attendants do not enter the room. Fresh towels and/or linen are left outside the room.
2. Minimal contact - Linen changed and bins emptied. Guests must vacate their room for 3 hours to allow it to be sanitised and aerated prior to and post service.
3. Full service (must be pre-booked) - Guests must vacate their room for 3 hours to allow it to be sanitised and aerated prior to and post service.

Bed linen & towels: Linen is handled with extreme care to prevent raising dust and potential contamination. Used linen is washed at a minimum of 70°C for at least 25 minutes.

In-room sanitisation: Each room is fogged with antimicrobial sanitising spray before and after each departure. There is an extra care for all high-touch points touchpoints in the apartment.

Even if not used by the guest, all glassware and utensils are re-cleaned in between guest stays.

TEAM MEMBERS

Personal hygiene education & training: All team members are required to take part in extensive classroom style trainings regarding Covid-19, including symptoms and prevention.

Occupational Health Nurse: An Occupational Health Nurse is readily available to assist both team members and guests as needed.

COVID-19 symptoms: As per government guidelines, any team member suffering from a high temperature, a new or continuous cough or a loss or change to their sense of smell or taste; will be asked to remain at home and get a test to check if they have the virus; they and anyone in their household must stay at home until the results are returned. Anyone in their support bubble should also stay at home if they have been in close contact with them since their symptoms started or during the 48 hours before they started. All team members are doing regular lateral flow tests.

Hand sanitisation: Mandatory regular hand washing and sanitisation is in place for our team members.

Social distancing: Team member shifts are staggered where possible to allow for social distancing. All team members have been trained to comply with social distancing guidelines.

Face coverings: In line with government guidelines, team members are required to wear a face covering at all times, in all areas of the hotel.