



# THE VALLEY

## CORNWALL

### **Coronavirus Health and Safety Policy**

Due to the COVID 19 outbreak, we have conducted a risk assessment and developed the below policy which addresses the possible risks in each area.

- There will be alcoholic hand rub placed throughout the site in communal areas in obvious places, we ask guests to use this as a necessity when going through the site, before and after using communal facilities. This will be placed at the below locations:
  - Entrance to swimming pool and gym
  - Entrance to reception
  - Entrance to squash court
  - Entrance to games room
- Internal communal facilities will be disinfected with a smoke bomb every evening where possible.
- The games room will be limited to 2 families who should stay on one side of the games room at all times.
- All of The Valley team will be using alcoholic hand rub on a continuous basis throughout the day, and where this is not possible due to skin conditions, they will be washing their hands on a continuous basis.
- Guests will be able to book time slots to use the facilities that are in confined spaces, including the indoor pool. To facilitate the time slots the pool will be open for a further 2 hours per day.
- Our gate telecoms system will be cleaned several times a day with anti bacterial cleaner.
- Checking in to The Valley will be done via a self check in system, meaning there will be no face to face contact between guests and staff.
- Post check in checks will be conducted via phone, rather than a member of The Valley going down to the cottage.
- Guests will be encouraged to phone reception with queries, rather than coming into reception.
- While The Valley already maintains an extremely high level of cleanliness throughout the site, one we pride ourselves on, there will be extra checks in place and particular emphasis will be placed on:
  - Door handles throughout the site, both within cottages when cleaned and in the communal areas.
  - Communal facilities, particular those within a confined proximity.
- Upon check out, guests will be asked to place keys in the blue 'Keys' box outside reception, rather than bring the keys in, to avoid unnecessary contact.

- Keys will be cleaned with anti viral cleaner when they are received back into reception.
- All DVDS, toys and books will be disinfected thoroughly when returned, and also in between each guest after they have browsed what there is.