BED AND BREAKFAST GUESTS

REVISED OPERATING PROCEDURES FOR COVID-19 SAFETY

AUGUST 2021

As a guest in the College, all points of your visit have been considered to ensure your safety and reassurance for you during your stay.

PRE STAY

• If you are arriving from outside of the UK please check all travel requirements on the government website: https://www.gov.uk/guidance/red-amber-and-green-list-rules-for-entering-england
• Please be aware that you cannot complete any period of travel quarantine at the College.
• If you are required to quarantine on arrival in the UK, please let us know your quarantine dates and location prior to arrival at the College.
• Our Conference and Events Team are available on the phone and via email for any questions prior to arrival.
• If you are displaying any COVID 19 symptoms please do not come to the College, stay at home. Call 111 for further guidance or www.111.nhs.uk/covid-19
• Bring a face covering or mask, as wearing face coverings/masks is recommended in all indoor shared areas. The Porters Lodge does not keep a supply of face coverings.
• All payments are made in advance.

ARRIVAL

• Our check-in time is from 14:00.
  *If you have advised us of an earlier arrival time, we do hope to be able to welcome you then but please be advised we cannot always guarantee this and you may need to return at 14:00.
• The main entrance door is frequently sanitised and there is a vented Perspex window at the Lodge (reception) where the Lodge Porter will greet you on arrival and provide you with your room key.
• We are advised not to assist with luggage or opening of any doors so please do come prepared for this.
• Hand sanitising stations are available around the college public areas

CHECK IN

• A College map and information for your stay is available on request.
• Unfortunately we cannot store luggage prior to check in or after check-out.

PUBLIC SPACES

• As of August 2021 we have removed social distancing signage around the outdoor spaces of the college.
• We operate enhanced cleaning and sanitising of high contact points in all the public areas. New chemicals have been sourced to ensure the highest hygiene levels.
• We encourage guests to use the bedroom ensuite facilities rather than public W/C facilities around the site.
• Information for your stay in our Welcome Folders is usually found in each bedroom, this has been removed and the content is now available on our website: https://www.queens.ox.ac.uk/bed-breakfast Information for your stay.
• The Hall and servery entrance doors will be fully open during breakfast times.
• The following shared access indoor facilities will be closed; Laundry Rooms and Computer Room.

BEDROOMS

• Bedrooms will be ‘sealed’ once they have been deep cleaned and properly ventilated, for guest arrival to ensure no contamination.
• Where possible bedrooms will have been left ‘out of service’ for 72 hours before use for guests.
• The housekeeping team will not service bedrooms during your stay. If you would like clean towels, please leave your towels outside your bedroom by 10:00. Please ask at the Lodge by 10:00 each day if you would like extra towels, toiletries and tea/coffee sachets.
• Hand sanitiser is not provided in rooms, hand sanitiser is available from dispensers outside every building and staircase entrance.
• Bedrooms will have a minimum of amenities, items such as: blankets; spare pillows etc have been removed.
• Fridges are available for your use.
• Bottled water is not provided.

Continued overleaf.
COVID-19

- If you are displaying any COVID-19 symptoms at any time during your stay, if well enough to do so return home immediately and let us know this is why you have left. Call 111 for further medical guidance or www.111.nhs.uk/covid-19.
- If you need any other advice please contact the Lodge 01865 279120.

OUR TEAM

- All staff have received comprehensive COVID-19 staff induction to explain how to interact and deliver service in line with the latest government guidance and the College’s COVID-19 risk assessment.
- All staff have access to Lateral Flow Tests and are encouraged to take these twice weekly. Staff are trained in what to do if they feel unwell. Staff will not leave home if they are showing any symptoms. If they feel unwell at work, they will return home immediately and self isolate for 7 days. They are advised to take a PCR test.
- Appropriate PPE Equipment is provided
- Increased handwashing and hand sanitiser available throughout the college.
- Staff have been trained to minimise routes across other departments.
- The Lodge Porters are your point of contact during your stay: 01865 279120.

HALL AND SERVERY

- The entrance point for breakfast is the servery door next to the Hall main entrance. This door will be visibly open when breakfast is being served.
- Please bring your room key with you.
- There is a maximum of 6 people in the servery area at once, with 2m distancing markers.
- Guests are served their choice of breakfast from the hot serving area.
- Guests can self-serve continental options.
- Tea and coffee will be served to you at the table.
- Guests enter the Hall and will be seated by a member of our team (please have your room key with you). If you would like to be seated with your household, please all arrive together.
- Guests will be seated in household groups and at 2m distance from others and/or with use of Perspex screens between other household groups.
- Staff will ensure that tables and chairs are thoroughly sanitised in between guest use.
- Only pre-booked B&B reservations will be dining in Hall.

Continued overleaf.
CHECK OUT

- Please return your room key to the Lodge Porter before 10.00 a.m.

FOR FURTHER INFORMATION:


Call 111 for further guidance or [www.111.nhs.uk/covid-19](http://www.111.nhs.uk/covid-19)

HSE COVID 19 enquiries phone: 0300 790 6787 Mon – Fri 08:30-17:30