



## **We are ready to re-open**

### **Welcoming visitors during the COVID-19 pandemic**

Cumberland Lodge is renowned as an inspiring place for debate and dialogue. We are looking forward to welcoming back guests again, as soon as we can safely do so, in line with Government direction and guidance, having previously reopened to guests and successfully hosted Covid-secure events throughout the autumn. We are fully Covid-secure, with 'We're Good to Go' industry accreditation from VisitEngland.

This plan for safely reopening to guests is based on a risk assessment completed in consultation with our Health and Safety advisory service providers, Ellis Whittam. This risk assessment, which is available upon request, will be reviewed daily by a senior manager and confirmed against any new direction and guidance and change in the recognised threat level.

### **While we have been closed**

During the periods in which we have been required to close to guests, during this pandemic, our Housekeeping team has focused on the regular cleaning of hard surfaces, contact points and high-traffic areas, and we have paid particular attention to our carpets, in both public areas and guest bedrooms.

Our in-house Maintenance team has not only ensured the upkeep and routine health and safety management of the premises but has also redecorated and refurbished many of our bedrooms and bathrooms, to bring all rooms up to a common high standard. High-use back-of-house areas that we rarely have time to decorate when busy, have been improved, and external doors and window frames repainted.

Once again, Cumberland Lodge is all set to re-open, refreshed and reinvigorated. A copy of the check-sheet we have used in preparation for reopening is available on request.

### **Hand hygiene, face coverings and social distancing**

In line with Government guidance, all staff and guests are required to wear suitable face masks in the house, and any guests who are medically exempt from wearing a mask should alert us prior to their arrival wherever possible. Regular handwashing remains one of the most important preventative measures for the spread of the virus and we have highlighted this with signage and facilities throughout the building, both in offices and public spaces.

We encourage guests to return to their rooms to use their own en-suite facilities, to reduce reliance on shared washrooms, and to open windows and ventilate meeting rooms whenever possible. Hand sanitising points have been introduced at all entrances/exits, main public areas and dining rooms, as a supplement to encourage staff and guests to wash hands regularly and thoroughly with soap and water. The Government's guidance on proper hand hygiene (both washing and sanitising) has been displayed prominently.

Along with very good hand and respiratory hygiene, the key safety measure in place is social distancing, and we have adjusted our facilities and services to comply with current Government guidelines of 2 metres, or 1 metre when combined with other mitigations, in all areas.

## Guest responsibilities and expectations

### Pre-arrival

- We will minimise use of hard-copy contracts and confirmation letters, using email and online booking to the maximum extent possible.
- We will communicate clearly with guests, before arrival, our standards and expectation, and our understanding of guests' needs and expectations.

### Arrival and check-in

- **Car travel and parking:** Because of our location in the middle of Windsor Great Park, most of our guests arrive by private car and at the moment we encourage this. We have plentiful car parking space allowing good separation between guests.
- **Use of public transport:** For guests who must use public transport, we strongly recommend following the Government's advice at <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers> and note that, at present, this includes the legal requirement to wear a face covering. To reach us from Windsor or Egham stations, we recommend booking a taxi with Windsor Cars, who know us well. They have their own COVID-19 safety policy, which is available on their website at <https://www.windsorcars.com>
- **Check-in:** For guests staying overnight, key cards will be sanitised and placed in individual envelopes, marked with guests' names, and laid out in our spacious Drawing Room or Tapestry Hall for guests to collect whilst maintaining social distance. All guests should wear face masks whilst in shared areas of the Lodge, unless medically exempt.
- **Reception:** Our reception desk has been fitted with a (temporary, we hope!) Perspex screen, for the added safety of staff and guests, but the welcome will be as friendly as ever.
- **Temperature screening:** We will check the temperature of all guests on arrival and refuse entry to anyone who is not prepared to undergo a check or whose temperature is over 37.8°C. Staff will also undergo regular checks.
- **Contact tracing:** In line with current Government requirements, we will maintain lists of everyone who visits, either as a day delegate or overnight guest, in order to assist with Track and Trace requirements.

### Accommodation

In line with current guidance, all rooms are offered on a sole-occupancy basis, unless for use by two people from the same household. In order to minimise contact with guests, rooms will only be serviced between guest stays, with special emphasis on cleaning toilets, hard surfaces and multi-use items such as kettles.

Guests who are staying multiple nights, who nevertheless require a change of towels, for example, should ask at reception. In this case, fresh towels will be provided, and guests asked to place used ones in hamper collection points. In addition to minimising contact, this reduced room service will enable housekeeping staff to place additional emphasis on keeping common areas and hard surfaces clean.

Our full cleaning protocols are available to view, on request.

### **Maintenance**

Any maintenance needs identified by guests or housekeeping staff will only be addressed after rooms have been vacated, unless urgent, in which case they will be addressed as soon as possible but while guests are away from their rooms. If emergency maintenance work requires the involvement of external contractors, the guests will be moved to alternative rooms before work is carried out.

### **Meeting spaces**

The entrance doors to our conference facilities in The Mews and Groom's House are keycard operated and open and close automatically, which helps to avoid share touch-points. Our meeting room capacities and configurations have been reduced and adjusted, in order to conform to social distancing requirements for meetings and events. We encourage guests to leave doors and windows open, as appropriate, to maximise ventilation in shared spaces.

In all cases, guests' requirements and our ability to meet them will be discussed in full, before arrival. We are fortunate in having a large amount of private open space available to us, including a range of marquees and gazebos in case of inclement weather or to provide shade, and we would encourage guests to make the most of these (to hold break-out sessions outside, for example), further lowering transmission risk.

In addition:

- All AV equipment will be set up to guests' requirements and fully sanitized before arrival. Antibacterial wipes will be provided for guests' use throughout their stay and all equipment will be re-sanitized overnight.
- For the timebeing, we will not provide flip-charts, notepads or pens, except when specifically requested. Where flipcharts and notepads are provided they will be single-use and should be taken away by delegates, or disposed of at the end of the event. All our meeting spaces either have fixed white/smart boards, or can have them provided, and we would encourage the use of these rather than flipcharts. Screens, marker-pens etc. will be fully sanitised before reuse.
- Delegates will be provided with individual, sealed bottles of water. For the timebeing, the communal coffee machines will be unavailable and we will not be providing complimentary sweets in meeting rooms.
- Sanitiser gel will be provided in every room and guests are encouraged to use it often.

## Dining and catering

Catering is recognised as the ‘pinch-point’ in normal circumstances, and special attention has been paid to devising catering plans that will allow compliance with social distancing guidelines. Guests are asked to wear face masks at all times in our dining rooms, apart from when seated (socially distanced) at dining tables.

In addition to our normal hygiene procedures, we will:

- Insist on good hand hygiene, asking guests to wash their hands before entering our dining rooms – preferably by using the en-suite facilities in their own rooms, if they are staying with us, to minimise the use of shared facilities – and providing hand sanitising stations in dining areas.
- Provide individual cutlery and napkins to customers at the table.
- Provide condiments in individual sachets to guests on request.
- Maximise the availability of outdoor dining spaces and encourage their use (with marquees and gazebos, as well as open-air space).
- Set up both indoor and outdoor dining space options to comply with social distancing at 1m+ (to be reviewed and amended in line with future Government guidance).
- Laminate menus, where provided, and wipe them clean after each use, with sanitising wipes.
- Give special attention to the sanitisation of tables and chairs, after use.

**Breakfast:** Breakfast will be served at the dining tables, with an offering of both cooked and continental options.

**Lunch:** Lunch will be served pre-plated at the dining tables. For the timebeing, we will not be able to offer the famed Cumberland Lodge buffet, but we hope that, as the situation improves and when the time is right, we will be able to reintroduce this, with more ‘pre-packaged’ options and staff-assisted service to avoid guests’ shared use of utensils.

**Dinner:** Dinner will be served at the dining tables.

**Bar:** Drinks and snacks can be purchased at tables, and in line with Government guidance the Bar will close at 10pm.

## Deliveries

Social distancing rules apply to deliveries. Courier companies and the Post Office are aware of this and have implemented their own procedures. Contactless deliveries are now the norm.

## Suppliers

It is important that risk is not introduced by suppliers who do not adhere to the same high standards that we set for ourselves, and we will contact all our major suppliers for reassurance that they have their own plans in place to ensure social distancing.

## Contractors

Since the start of lockdown, our use of external contractors has been kept to a minimum, but as we re-open we may see more external contractors needing to visit the site. All contractors are required, on arrival, to report to Colin Baker, the Buildings Manager, to be briefed on our site Health and Safety Policies - which now includes our COVID-19 risk mitigation measures, to which they will be required to adhere.

## Behind the scenes

**Offices and 'back-of-house' cleaning:** Cleaning regimes have been reviewed by the General Manager and adjusted to ensure an emphasis on cleaning hard surfaces and common areas (hallways, toilets etc.). Night staff will focus their cleaning time on hard surfaces, contact points and high-traffic areas, in both offices and public areas.

**Kitchen staff:** Kitchens are an obvious area where maintaining social distance separation is not always possible. Nevertheless, in accordance with guidance, it is usually possible to work side-by-side rather than face-to-face, and this is now encouraged in our kitchens. No more than one person at a time is to enter walk-in fridges/freezers, as these are confined spaces. Normal environmental health and hygiene standards will be strictly maintained.

**Distancing champions:** Each staff department will appoint a social-distancing champion, with responsibility for reminding their team of the importance of maintaining 1m separation from colleagues, external contractors and guests (plus additional mitigation), whenever possible. They will also be responsible for bringing to the attention of the Hospitality Director, Finance Director & Assistant Chief Executive or Chief Executive any areas of staff concern. This is intended to reinforce and not replace individual responsibility, both for observance and for raising concerns.

**Staff lunches and drinks room:** Staff are fully briefed on the importance of social distancing and are required to observe this, noting especially the potential pinch-points of staff lunches and the tea/coffee room. In line with social distancing requirements, no more than 3 people will be into the drinks room at any time, and the staff room has been re-arranged to ensure a minimum of 1.5-2m spacing between seats. Office staff are encouraged to take their meals at their desks.

Published 1 August 2020 (updated January 2021)