

COVID-19 - GUIDANCE FOR GUESTS STAYING AND VISITING FEDERATION HOUSE FROM 1ST
JULY 2020 (Revised 17.05.2021)

- **This copy supersedes previous guidance notes to cover the period of coming out of lockdown after step 3 until further notice. We are open for business for work and training related guest's and now also for leisure stays from the 17th May.**
- **Covid-19 is still a very serious threat, so it is essential that you read and follow our guidance notes below that will help you during your stay at Federation House**
- **Please note that we require strict adherence to these rules, they are there to protect you, the staff within the building and other guests residing here, failure to follow them may result in your accommodation being terminated.**

Assistance

Our building is always manned by a Duty Manager and/or Receptionist, who can be contacted on 01372 352000 or 07714 747025.

Bar

The Bar from the 17th May will be open for the sale and consumption of drinks indoors and outdoors on the balcony area. Times and days of the week it will be open will vary as it will only open when business levels warrant. Drinks can only be ordered, served and drunk whilst seated in these two areas.

In addition, the bar menu is unavailable, and no food including takeaway can be consumed in this area. There is a vending machine in the far corner which stocks soft drinks and snacks.

The use of the pool table and dart board is prohibited.

Bedroom Cleaning

We will during these times not be cleaning your bedroom daily as we normally would have.

Depending on your length of visit we can clean your room on request and 24hrs notice should be given at Reception. Alternatively we appreciate that you may not want a member of staff in your room and should you require fresh towels, extra toilet paper or additional tea/coffee supplies then

there is supply on a shelf in the luggage store opposite Reception for you to obtain these from. Used towels can be left in the linen cart in the luggage store.

Bedroom Fridges

There is a fridge in your room that you can make full use of for drinks, but storage of any fresh and dairy food items is not advised under food safety regulations.

Catering

Food and drink can only be consumed whilst seat

Breakfast – Available Monday to Friday 7.30-9.30am and Saturday and Sunday 8.00-10.00am by prior arrangement only for groups. Please queue at the end of the counter and our staff will tray up your order for you to collect at the other end of the counter. Tea and coffee are self-serve from the two coffee stations.

Lunch – Lunch is served between 12-1.30pm and by prior arrangement only for groups.

Please queue at the end of the counter and our staff will tray up your order for you to collect at the other end of the counter

Dinner – Dinner is served between 6.00-8.00pm and by prior arrangement only for groups.

Please queue at the end of the counter and our staff will tray up your order for you to collect at the other end of the counter

Room Service – Currently we are not operating room service meals or beverage service

Trays – during this time we ask you once finished your meal please put on the tray racks and do not leave on the tables

Check In/Check Out

To limit contact with Reception upon check-in we will take full prepayment for the duration of your stay and this will enable you just to drop your key at reception on departure. For extras such as bar drinks and food we encourage contactless payment as no cash will be handled. Alternatively, you can charge to your room without signature and we will charge the card given on check in and email you a copy of the bill.

Coffee Points

The coffee points by reception and restaurant will be in use and these are regularly disinfected. There is a bottle of hand sanitiser for your use on the coffee station and please observe the 1m social distancing rule.

Departure Date

If your departure date differs from the date originally given, please email reception@polfed.org and advise of the change. Also, as it will be a period of 72 hours until we re-enter your bedroom to service it, please take all your possessions and empty your fridge.

Entrance and exit

The only entrance in operation is through the main front doors or the front entrance door of the underground car park.

Gym

The gym is closed until 21st June.

One-Way People System

We have put in place a one-way system for staff and guest movement around the building, which must always be followed. There is signage in place indicating the direction of the one-way system.

Lifts

Only one person in the lift at a time unless from the same household.

Meeting Rooms

Capacities are restricted to 50% of our normal maximum occupancy and 1m plus social distancing is required between delegates/guests.

Parking

Please park your car in one of the spaces outside the building (i.e. NOT the underground car park). Wherever possible, please park keeping one free parking space on either side of your car. If this is not possible, please observe the social distancing guideline recommendation of two metres if other colleagues are around you when you are leaving or entering your car.

Personal Protective Equipment (PPE)

There is a supply of PPE equipment on the dedicated PPE station by Reception. Face coverings in all public areas must be worn except when eating or drinking (seated) and is mandatory for staff and guests. The use of other items such as gloves is optional. Please refer to the FH policy and guidance on face coverings (August 2020).

Public areas

The tables and chairs in the bar, lounge and restaurant areas have been configured to allow you to observe the rule of six or 2 households when seated indoors. When not seated 1m plus social distancing from colleagues and staff is required.

Face coverings should always be worn throughout public areas unless seated.

Rubbish and waste

In the interests of hygiene if you have accumulated a lot of rubbish please take your rubbish in a bag and any PPE which you may have used and hand it over to Reception and we will then dispose of it.

Sanitisers

Sanitising units have been installed at all entrance and exit points and at each lift point. Additional bottles of sanitiser are also on the reception desk, coffee points and in the bar and restaurant areas

Smoking

The designated smoking point shelter is at the rear of the building in the upper car park. This is the only area on site that smoking is permitted.

Social distancing

The building is always manned by a Duty Manager and there will be various other staff and fellow guests staying. The government advice is a social distancing of 1 metre plus. Please always ensure that you to adhere to social distancing rules.

Temperature Checking

All staff and guests will have their temperature checked upon arrival at reception using the thermographic temperature booth. If you leave premises at any time your temperature will need to be retaken upon entering again. A high temperature is one of the main symptoms and checking temperatures will identify some people with Covid-19. Anyone with a temperature reading of 38°C or more (the standard body temperature is usually between 36.5–37.5°C) will not be permitted to enter the building and will be asked to return home. Whilst this process will not identify everyone who may be ill, it is a recommended precaution in addition to social distancing, sanitising, PPE etc.

Take Away Food

You are permitted to use take away delivery services, but you must collect outside ready to collect them upon their arrival. These can only be consumed in the privacy of your bedroom. There is a table in the entrance area with clean cutlery, crockery, and napkins for you to make use of and take to your bedroom. When you are next leaving please leave on the table in the main entrance marked used crockery/cutlery

Track and Trace

The Federation has been ensuring that we protect visitors and staff by recording access to the building for track and trace purposes. This data is held for 21 days which reflects the incubation period for Covid. With effect from Thursday 24 September this is now a legal requirement for all hospitality venues, and therefore Federation House. Should you choose to use the NHS Covid-19 app to record your attendance, we will be displaying a QR code at the temperature check point at Reception as you enter the building. Full details of the app and guidance on how to download it can be found here: <https://covid19.nhs.uk/>

For those that choose not to use the app you must complete the paper record at Reception for track and trace purposes on every visit to the building.

Public Toilets

Please use the vacant/occupied sign on the first entry door of the toilets to show others when you are using it.

Further advice on safety in the workplace and hospitality venues can be found on the government website here: <https://www.gov.uk>