

**COVID-19 - GUIDANCE FOR GUESTS STAYING AND VISITING FEDERATION HOUSE FROM 1<sup>ST</sup>**  
**JULY 2020 (Revised 16.09.20)**

- 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 officers residing here, failure to follow them may result in your accommodation being terminated.

**Assistance**

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

**Bar**

The bar is open from 5pm until 10.00pm for drinks only. Drinks will be served with table service only and ordering at the bar is not allowed so please take a seat and a member of staff will take your order. Payment is by contactless card only and due to supply issues, some items may be unavailable. Please observe social distancing and do not move the furniture. The use of the pool table and dart board is prohibited. No drinks are permitted to be sold by law after 10pm at which the bar must be fully vacated.

The bar menu is currently unavailable.

**Bedroom Cleaning**

We will during these times not be cleaning your bedroom daily as we normally would. Depending on your length of stay 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 a table 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**

Breakfast – Available Monday to Friday 7.30-9.30am and Saturday and Sunday 8.00-10.00am. 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 12-2pm and by prior arrangement only for groups and 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 6.30-8.30pm and by prior arrangement only for groups and 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; it is regularly disinfected. There is a bottle of hand sanitiser for your use on the coffee station and please observe the 2m social distancing rule.

**Departure Date**

If your departure date differs from the date originally given, please email [reception@polfed.org](mailto: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. Always exit the building by the rear staircase. Please do not use any other entrances or exits.

**Gym**

The gym is closed until further notice.

**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. You will be briefed by Reception staff about the one-way system upon arrival at Federation House.

**Lifts**

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

**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 maintain one metre plus social distance from colleagues; they are for single use only and should not be moved. Face coverings should be worn throughout public areas.

**Rubbish and waste**

In the interests of hygiene if you have accumulated a lot of rubbish please take your rubbish and any PPE which you may have used and dispose of in the general waste skip; this is the large blue skip on the left, at the back of the car park. Alternatively, please hand it over at Reception.

**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**

There are two designated smoking point shelters, one at the rear of the building in the upper car park and the other on the lower ground floor in the garden patio area. These are the only two areas 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 and our preferred social distancing rule is 2 metres. 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>