



## **FRANKLINS APARTMENTS OPEN FOR BOOKINGS**

Following the most recent Government announcement we are delighted that Franklins Apartments is now open again for bookings.

The health, safety & wellbeing of our guests and staff is our priority and we have put additional COVID-19 measures in place to enable you to stay with confidence.

We are staying well informed of developments and following the advice and recommendations from the Government, Public Health England and the World Health Organisation.

As the Coronavirus outbreak comes under control, certain measures may be reduced, amended or eliminated.

We have carried out a comprehensive COVID-19 risk assessment of our properties and have received 'We're Good to Go' accreditation from Visit England & 'COVID-19 Confident' certification from the AA in recognition of the measures which we have put in place and the steps we have taken to follow the Government and industry COVID-19 guidelines.

Outlined below is our Covid-19 Policy.

Many thanks for your support during the last few months. We very much look forward to welcoming you back.

### **Keeping our Team Safe**

All team members will undergo Health and Safety Covid-19 Secure training prior to returning to work, to educate them in strict hygiene protocols whilst remaining able to deliver our usual high standards of service.

1m+ social distancing to be observed wherever possible.

Enhanced cleaning programme throughout all 'back of house' areas, including all touch points such as door handles and handrails.

Hand washing facilities with soap and water are available.

Stringent hand washing is taking place per WHO guidance.

Hand Gel Sanitisers with a minimum of 60% ethanol by volume are available throughout the properties in areas where washing facilities are not readily available.

Hand Gel Sanitisers are only used as alternative to hand washing for already physically clean hands which are not visibly contaminated with dirt or organic material, when soap and water for hand washing is not readily available.

PPE (face coverings, disposal gloves, wipes) are available for all staff. Face coverings will be worn by all staff where social distancing is not possible.

COVID-19 signage will be displayed throughout the buildings to remind staff, contractors, guests and visitors to observe social distancing and continue to hand wash at regular intervals.

We will operate staggered arrival and departure times for staff. Wherever possible, members of the team will be able to work remotely from home.

All visitors to our offices will be pre-arranged by appointment only, to restrict and stagger the number of visitors to the office at any one time.

Any staff member, Housekeeper or Contractor displaying symptoms of COVID-19 (a new, continuous dry cough, high temperature/fever, shortness of breath) will be sent home from work and advised to follow NHS advice & Government Guidelines. They will not be allowed to enter the properties or Apartments. The same will apply if the staff member lives in a household where someone else has symptoms.

If a member of staff, Housekeeping or any Contractor we work with develops symptoms of COVID-19 whilst on site, they will be sent home and will follow Government guidelines. Any touch points that may have been contaminated by an infected person will be disinfected.

We will encourage increasing the frequency of hand washing or hand sanitising and surface cleaning (including disinfection of high footfall areas or common touchpoints and toilet).

The time of any activity where social distancing cannot be maintained will be kept as short as possible.

Our small team of staff work in 'Fixed teams or Partnering' (so each person works with only a few others).

Meetings to be carried out remotely where possible, with social distancing observed if meetings take place in person. Training will be carried out remotely where possible.

Dirty laundry will be separated from clean laundry so that there is no cross contamination.

## **Keeping Guests Safe**

The following measures apply throughout Franklins Apartments:

### **SOCIAL DISTANCING**

1m+ social distancing to be observed wherever possible.

### **HEALTH AND HYGIENE**

Specific 'Dettol' & 'Zoflora' products will be used during regular 'spot cleaning' to disinfect and sanitise.

Apartments will be subject to antiviral treatment using certified EN 14476 products in accordance with the manufacturer's instructions.

Apartments will be fully mist sanitised by our commercial cleaning partner VA cleaning with Medical grade sanitiser at 40 microns, using Jangro medical sanitiser at each changeover. This will be completed according to the manufacturer's specification with an electrostatic application and in accordance with the Safer Space<sup>®</sup> accreditation.

Windows will be opened to assist with ventilation, wherever possible.

Hand sanitising gel will be available for guests to use during their stay.

Enhanced cleaning schedule, including all touch points such as door handles, keypads, handrails.

Gloves and face coverings will be available to all guests on request.

## **PAYMENTS**

To minimise physical contact the use of cash is discouraged. Payments should be made by card/bank transfer with pre-payment prior to arrival, wherever possible.

## **COMMUNAL AREAS**

All printed material will be removed to reduce touch points.

All windows will be opened frequently to increase ventilation.

Specific 'Dettol' & 'Zoflora' products as mentioned above will be used during regular 'spot cleaning' to disinfect and sanitise.

## **TRACK AND TRACE**

As per Government guidelines, we will need to collect some basic contact details for guests. The Track and Trace initiative allows local NHS and public health professionals to follow up with guests if necessary. We only require one contact name and phone number for each Apartment and will use the details provided at the time of your booking. Details will be retained in line with our GDPR Policy.

An illness during stay reporting procedure is displayed in each Apartment, including relevant phone numbers and actions required.

Guests are requested to notify Franklins Apartments' staff if they become ill during their stay.

# **Apartments**

## **CONTACTLESS CHECK-IN**

Whilst we operate a self-check in procedure at Franklins Apartments, where possible we have always liked to greet guests. However, we appreciate times have changed. So although we still offer that personal level of service, as part of our contactless check-in process, guests will continue to receive pre-arrival check-in details and directions via email. Guests requiring further assistance with check-in or during their stay are requested to contact us by telephone/email to allow us to provide remote assistance and limit any requirement to enter the Apartments.

## **CHECK-IN TIME**

Guests can check-in from 3pm. We will contact guests to ask for their estimated arrival time. This will allow us to ensure we are not in the immediate vicinity of your Apartment on your arrival.

## **11AM CHECK-OUT**

We politely request guests adhere to the check-out time, as our Housekeeping team will need access promptly from 11am to enable them to clean the Apartment to our Covid-19 Policy hygiene standards.

## **APARTMENT CHANGEOVERS & CLEANING**

Specific 'Dettol' & 'Zoflora' products as mentioned above will be used during regular 'spot cleaning' to disinfect and sanitise.

Apartments will be subject to antiviral treatment using certified EN 14476 products in accordance with the manufacturer's instructions during changeover cleans.

Apartments will be fully mist sanitised by our commercial cleaning partner VA cleaning with Medical grade sanitiser at 40 microns, using Jangro medical sanitiser. This will be completed according to the manufacturer's specification with an electrostatic application and in accordance with the Safer Space<sup>®</sup> accreditation.

Housekeeping staff are provided with PPE for use whilst inside Apartments. Disposable cloths are used and disposed of after use in each Apartment and gloves are disinfected between Apartments, to avoid cross-contamination between Apartments.

Windows will be opened to assist with ventilation, wherever possible.

Where possible, we will leave Apartments unoccupied between guest stays so the Apartment can 'rest'.

Hand sanitiser, antibacterial soap, disposable gloves, fresh cloths, antibacterial cleaning spray and tissues will be available in each Apartment. Face coverings and additional gloves will be available for guests on request.

All Apartments will be cleaned in accordance with a strict cleaning protocol following guidance provided by The Professional Association of Self Caterers UK (PASC), as recommended by GOV.UK.

Particular attention will be paid to high touch points including; door entry keypads, door handles, light switches, remote controls, drawer handles, heater switches, taps, bathroom amenities, safe, iron and kitchen amenities.

Apartment Keys and lockboxes will be disinfected following guests' departure.

All bathroom toiletries will be disinfected between stays.

All laundry is commercially washed at minimum of 60°C, up to 90°C depending on the item and ironed at temperatures between 150°C - 170°C. Chemicals used are industry standard detergent, destainer, booster and conditioner, which are all auto dosed.

All printed material, instruction manuals & guest information folders will be removed following the departure of guests and replaced with a spare set for each Apartment to allow these sets of printed materials to rest for a period 72hrs between guest bookings. This will limit any contact during guests' stay, but ensure the information is available to guests throughout their stay.

Guests staying for longer than 4 nights will receive a change of towels left outside of the Apartment, wrapped in sealed plastic. If a member of the Housekeeping team does need to enter the Apartment for any reason (by prior arrangement), they will wear a face covering and gloves.

Mid-stay service cleans during long-term stays will take place at pre-arranged times. Guests are asked to vacate the Apartment during this time. All Apartments will be cleaned in accordance with a strict cleaning protocol following guidance provided by The Professional Association of Self Caterers UK (PASC), as recommended by GOV.UK. Staff entering the Apartment will wear a face covering and gloves.

If a member of the Housekeeping/Maintenance team does need to enter the Apartment for any reason during guests' occupancy (by prior arrangement), they will wear a face covering and gloves.

**Last updated Tuesday 26 August 2020 and subject to change based on Government guidelines.**