



COVID-19 - Safety Procedures – Washington Central Hotel

Procedures and Policies

Stage / Steps	Instruction
Customers	In case of symptoms as below, please do not visit: <ul style="list-style-type: none">- Feeling feverish (muscular articular pains...)- Fever (from 37.5°C) - We have a thermometer onsite should you need it- Cough- Intense tiredness- Loss of taste and smell

Organisation

General

- Follow social distance measures
- Bookings are limited to six people or 2 households
- All customers including hotel guests and members of the public must wear a face covering in public areas – the only exception to this is when you are sitting at a table eating or drinking.
- Hand sanitizer is provided for all customers – please make sure you sanitise your hands on entering the building.
- Hand washing facilities are provided for all guests and you are encouraged to following the government guidance on regular hand washing – approx. every 30 minutes. Hand washing guidance signs are available at
- Contact less payment where possible – upto the value of £45.00
- We will ask any guest to leave if we feel they are not acting in a responsible socially distant manner.
- All guests must check in using the Track and Trace QR Check In or Cards to be filled in:
 - o One per guest – not just one for the household

Public Toilets

- Disabled Toilet Ground Floor
 - o Only one person at a time unless assistance is required or children need supervised
 - o Cleaning scheduled displayed and updated
- Mens and Ladies Toilet First Floor
 - o Only two people at a time unless assistance is required or children need supervised
 - o Cleaning scheduled displayed and updated

Spa and Gym

- Maximum 7 people at any one time, booking system in place
- Please come ready and shower at home if possible
- All adults need to check in using the QR code - it is not sufficient for one family member to do so

Booking System - POOL ONLY

- We will be operating a booking system of 1 hour slots - 3 people per hour
- Slots can be booked in person or over the telephone on 01900 65772. Please give your name and membership number.
- Bookings will be able to be made one week in advance only
- 3 sessions per member can be booked – however if we have free slots you can of course come more – please ring on the day or just turn up – but bear in mind this can change all the time with hotel guests also
- Please be prompt at your arrival and departure time ensuring all members get their time allocated.

Pool

- No more than 3 people at once in the pool area
- Please respect distance in the pool and swim in straight lines 2 metres apart

Jacuzzi

- Only one person at a time or those from the same household or social bubble

Sauna

- This will be closed until further social distance measures have been lifted

Gym

- No more than 4 people at once in the gym areas
- Please respect distance in the gyms 2 metres apart if possible but at least 1 metre
- Anti Bacterial Spray with blue roll by all equipment – please sanitise equipment after every use

Covid Procedures
- Residential
Guest Ill on
premise

- Telephone reception to inform us rather than in person
- Stay in their room along with any fellow members of the party or move them to another room if appropriate
- Phone 111 for medical advice
- Travel home and seek a test if you can
- Please inform us of any test results

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