

# Ommaroo Hotel

## Operating Procedures

Updated 12 May 2021



Management reserve the right to update procedures in accordance with latest health advice

- Hand sanitiser available
- Signage promoting physical distancing as per Jersey guidance
- Enhanced public area cleaning
- Increased cleaning of public washrooms
- Staff PPE used as appropriate
- For your safety, Ommaroo Hotel now operate a cashless and paperless system. Payment should be by debit or credit card

### CHECK IN

- Remote registration form sent by email in advance where possible or guests asked to complete registration form away from Reception desk
- Room keys sanitised
- Card payment machine sanitised between customers

### CHECK OUT

- Guests are welcome to use contactless check out system
- Room keys sanitised
- Card payment machine sanitised between customers

### FOOD & BEVERAGE

- Table reservation time advised for breakfast and dinner to control customer flow
- Enhanced cleaning between diners

### BREAKFAST

- Continental and full English breakfast service available and will be delivered in accordance with latest health guidance

### HOUSEKEEPING

- Enhanced public area cleaning
- Bedrooms completely sanitised between guests
- Enhanced cleaning protocols with gloves / masks for staff as appropriate
- To reduce contact, rooms will be serviced by Housekeeping every three days during a stay, unless requested otherwise
- If you wish to have your bins emptied or towels replaced, these can be exchanged by leaving them outside your room door in the morning
- Extra towels, spare bedding and other supplies, such as hairdryers, can be requested by calling Reception anytime

# For Your Safety

All team members have been trained in our enhanced hygiene procedures.



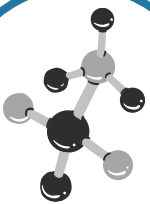
*Regular Hand Washing*



*Guest Room Disinfection*



*Sanitising of Public Areas*



*Ongoing Training & Updates*



*Maintain Socialable Distance*