



Chale Bay Farm COVID-19 Risk Assessment for Guests

Introduction

The following is based on the risk assessment we have carried out at Chale Bay Farm for the reintroduction of hosting guests from 4th July 2020 and looks at risk areas that may affect guests, their families, we ourselves as owners, plus our contractors responsible for cleaning, grounds maintenance and laundry, and also commercial and regulatory adherence. This version has been aimed as easy reading for guests to hopefully reassure you as to how seriously we are treating the COVID-19 crisis and protecting you, but also to make clear your obligations in the “New Normal” of staying in overnight accommodation whilst Coronavirus is still in general circulation.

Overview

Chale Bay Farm has a large car park and entrance courtyard. All the apartments have their own separate front doors and patios. In addition, there are shared areas which include the back lawn and paddock and gym/sauna which as a shared space also hosts the video library and arcade machine.

Booking is normally made online via Airbnb, though in the immediate easement of lockdown we are also accepting direct bookings. We engage a primary cleaning and maintenance contractor, a laundry contractor and occasional other contractors including window cleaner and groundsman.

We expect and require guests to maintain good practices during their stay including social distancing, regular hand washing and common-sense adherence to the Coronavirus/COVID-19 regulations in force at the time of their stay.

Pre-booking

All of our apartments are typically sized for four people (plus a baby) and very many of our summer bookings are for families. As such we anticipate that most guest groups (“parties”) will fall within the current definitions for a single household or connected social bubble.

We will not knowingly accept a booking that we reasonably believe is contrary to the government legislation in force for the anticipated time of stay. We are also changing our terms and conditions to explicitly extend the clause prohibiting guests misrepresenting the nature of their party to include misrepresentations for the purposes of circumventing COVID-19 regulations.

Where a guest books more than one apartment we will reserve the right to make more detailed enquiries as to the make-up of the party as it introduces a greater likelihood of regulations being breached.

Guest Arrival

Upon arrival guests normally park with good spacing in any case as the car park is amply sized and is gravel with no slot markings. This allows ample space for social distancing even if more than one set of guests were to arrive or depart simultaneously.

Upon first arrival we normally would offer to show guests to and around their apartment as an alternative to them finding their own way accessing keys via the individual code lock box by their apartment's front door. We are ceasing offering the personal apartment tour, however will be offering the opportunity of a socially distanced "hello" if they are to ring at our courtyard farmhouse door. We will sanitise the door-bell between uses.

Because of the widespread knowledge of the social distancing guidelines and the fact front doors are greater than two meters apart (and the likelihood of relaxation of the distance to 1m), we do not feel it necessary to put ground markings in the courtyard, in favour of a clear message for guests to practice social distancing from guests in other apartments.

Guests will be asked to complete a Test & Trace form at the start of their stay once they arrive in their apartment (see below).

Coronavirus/COVID-19 and Test & Trace

Guests who believe that ahead of their stay based on the latest symptoms published by NHS they may have Coronavirus/COVID-19 should take steps to get tested and if they test positive should inform us immediately if their stay needs to be cancelled.

Guests who whilst staying with us believe they may have symptoms of Coronavirus/COVID-19 should seek to be tested immediately. This can be arranged by calling 119 or booking on the web via www.nhs.uk/coronavirus. It is important to have a test done as soon as possible at the test centre at Medina Leisure Centre Newport rather than ordering an online test as this adds at least 24 hours to the turnaround time. Guests should also inform us promptly by telephone or email (or Airbnb message). The postcode for the purpose of booking a test is PO38 2JF.

The following is based on our current understanding of the recommended process and is subject to change in which case we will seek to update this advice:

- Guests who have tested positive (and their entire party) must immediately return home to self-isolate. We understand that the ferry companies are putting contingencies in place to allow positive-testing car passengers to travel in-vehicle.
- Guests who are unable to travel through being too ill shall be able to isolate at Chale Bay Farm until fit enough to travel (or unless needing hospital treatment).
- To protect cleaning staff/contractors the apartment of a guest who has tested positive will be left vacant for 72 hours before cleaning or allowing future guests.

We will endeavour to put the latest information and process on the Guest WiFi landing page.

Test & Trace Obligations: In order to meet our collective Test and Trace obligations we will leave a Form in the apartment for arrival. Guests should enter the full names and dates of birth of all guests in their party as well as the land line, mobile phone and email address of all guests over 18 and put the form in the supplied envelope putting the apartment name, lead guest name and date on the envelope and sealing it. This will be kept for 21 days from the end of your stay at which point it will be shredded unopened. The exception to this will be if we are required by the UK Tracing operation to disclose the information in which case the envelope will be opened and the information disclosed. We are already registered with the Information Commissioner's Office for the purposes of Data Protection and GDPR in connection with our processing of booking details and use of CCTV.

We have asked our contractors to keep a rolling 21 days record of which days which staff were on site and which apartments they serviced.

Within an Apartment

The layout of the property means that all the apartments are self-contained and therefore subject to a rigorous cleaning and sanitisation process between stays (see below), Guests are "in their own space" and likely to be at no further risk (and create no further risk during their stay) than in their own home. We have risk assessed specific items as follows:

- **Hot water and Heating.** This is available via a centrally controlled system, with individual heating thermostats in each room. Thermostats will be included in touch surfaces sanitised during changeover.
- **Air-conditioning.** Air-conditioning is on an individual unit basis with no shared link between apartments. Air-conditioning controls will be included in touch surfaces sanitised during changeover.
- **Bathroom Ventilation.** All bathroom extraction ventilation vents to an outside port within the demise of that apartment's footprint.
- **Kitchen Extractor.** Vents to an outside port within the demise of that apartment's footprint.
- **Guest Information Pack.** The outer cover will be sanitised between stays but not inner pages. A PDF of the guest information pack will be linked from the Guest WiFi Landing page.
- **Complimentary Magazines.** Complimentary magazines will be provided if available, but untaken magazines will be removed and bagged for recycling at the end of each stay and not replaced if spares are not available.
- **In-Apartment Books and Games.** These will be removed as it is not practical to sanitise them between stays.
- **In-Apartment DVD/Blu-rays.** These will be removed as it is not practical to sanitise them between stays.
- **Main Crockery and Glassware.** This will be cleaned during changeover. We are requesting and requiring Guest assistance to do this to save time (see below).
- **Other cooking utensils etc.** It is not practical to change/sanitise less frequently used items of cooking utensils, not least because many guests don't use these items. Guests should therefore clean these items before use and ensure they wash their hands thoroughly.
- **Minor maintenance.** As owners we would normally perform minor maintenance (e.g. changing a lightbulb) immediately. It is our intention that we will not perform such maintenance during a stay now unless it materially affects the quality of the stay. Where it is necessary to perform maintenance this would be performed with an arrangement for

social distancing (ideally while the guests were out) and with use of PPE/sanitising as applicable to the risk assessment of the specific job required.

- **Patios.** The Patio Table and benches will be sprayed with sanitising spray between stays. Where patios are adjacent (Purbeck View and Needles View), they are separated by a fence. We would advise Guests to follow social distancing if conversing over the lower section of the fence and we are not putting ground markings in place in favour of a clear message for guests to practice social distancing from guests in other apartments.
- **Hand Sanitiser.** The decision has been made that alcohol based sanitiser is NOT required for guests due to ample provision of hand washing facilities and complimentary soap.
- **Sanitising Kitchen Surface Spray.** The decision has been taken to provide commercial sanitising kitchen surface spray as an additional complimentary supply for guests during their stay.

Shared Areas

There are several shared areas within the property as follows:

- **Courtyard.** No sanitising action will be taken. Front Doors are all at least two meters apart. We do NOT intend to mark the courtyard walkway with social distancing markers in favour of a clear message for guests to practice social distancing from guests in other apartments. We would encourage guests to not allow Children to play in the courtyard. The shared seating will be removed.
- **Back Lawn.** Not to be confused with the individual lawns within the demise of each apartment this is the lawn area in the dip or “bowl”. We advocate that guests using this area (especially as it is often used by younger children) that common sense and social distancing is observed. Guests should not allow children to play in this area unsupervised.
- **Paddock.** This is the large grass area beyond the car park with the entrance between the rear out buildings. We advocate that guests using this area that common sense and social distancing is observed. Guests should not allow children to play in this area unsupervised.
- **Gym/Sauna.** At the time of writing these continue to be closed by government regulation. Even if this is relaxed it is unlikely we will be able to open the Gym and Sauna due to the cleaning regimen that will be required and the possibility of needing to have a booking system for guests and clean between bookings. Because this is offered as a complimentary service to guests it is likely that the Gym and Sauna will have to remain closed until a normal cleaning procedure is sufficient. The door will be additionally locked by mortice lock (as well as the code lock) to prevent unauthorised use. Because these are complimentary services no refund will be available to guests if they are not available and this is provided for in our terms and conditions, however notification of their likely unavailability will be made on our web site and with booking partners in case a guest were to make their booking decision because we have a gym/sauna.
- **Video Library.** At the time of writing this would continue to be closed by government regulation. Even if this is relaxed it is unlikely we will be able to open the video library due to the cleaning regimen that will be required. The Video Library is within the Gym as it is a secure area with keycode access and will be closed along with the gym.
- **Arcade machine.** At the time of writing this would continue to be closed by government regulation. Even if this is relaxed it is unlikely we will be able to allow access to the arcade

machine due to the cleaning regimen that will be required. The arcade machine is within the Gym as it is a secure area with keycode access and will be closed along with the gym.

- **Box of Lawn Games.** To prevent the risk of cross contamination this will be out of bounds to guests and will be closed by having the lid weighed down and signage removed.
- **Bin Store.** We are not carrying out and special sanitisation measures in the bin store as there are already hygiene risks implicit in use of the commercial bins and there is already a section in the existing health and safety advice on using the bins. We advise guests to wash their hands thoroughly after use of the bin store (we would advise them to do this in any case).
- **Car Park.** We advise guests to park well spaced as there is ample room and adhere to social distancing if they find themselves arriving or leaving the property at the same time as other guests.

Emergency Procedures During a stay

The principle emergency procedure during the stay is the fire procedures. These will remain unchanged other than that guests should stay socially distanced at the fire assembly point where reasonably possible.

Staff actions (which equate normally to owner actions) during a stay may include entry to an apartment shown as the source of an alarm. We will still undertake entry if necessary as it is our assessment that the immediate risk to life from fire significantly exceeds the possible risk of infection and of being infected, however a PPE mask and gloves will be stored with the primary first response equipment.

Guest Departure

Guests will ideally leave the keys in the keylock safe by the front door on departure as this will receive special sanitisation treatment by cleaning staff wearing PPE.

Many guests often knock on our door to say goodbye. We are happy to do a socially distanced goodbye across the threshold.

We will be really grateful for guests that have helped prepare the apartment for the changeover as described in the section below. Some processes we are making mandatory and they have been added to our terms and conditions.

It is really essential for guests to leave by the new earlier checkout time of 9am we have had to introduce as it is likely to take us up to three times the previous time to turnaround an apartment including the post-fogging wait.

Apartment Changeover Processes

We have reassessed the Apartment Changeover procedures with our cleaning contractors as well as specialist contractors to introduce anti-viral fogging as part of the process. We are looking for and indeed requiring guest assistance on some matters, both to help the cleaning process stay on

schedule and to help protect the cleaning staff and enable us to carry out the depth of clean required in a timely way.

Guest Actions and Obligations: We are requesting and requiring that guests vacate the property entirely by the new earlier checkout time of 9am. Prior to vacating we are requiring them to carry out the following actions to help protect the cleaning staff and help the cleaning process to stay on schedule:

- **Bedding, towels and tea towels:** This is a new request to our guests to protect cleaning staff from contact with items that will have been in close contact with guests. Please put all used bedding, towels and tea towels in the laundry bags that will have been left at the bottom of one of the wardrobes, removing pillows from pillowcases and duvets from duvet covers. It doesn't matter what goes into which bag. Tie the bags with the strings as you might tie shoelaces (single knot with bow). Please leave pillows and duvets on the relevant bed(s). Do not remove valances or mattress protectors. Laundry will be removed by the cleaning team whilst wearing PPE to safe storage where it will be left untouched for weekly collection by the laundry contractor who has their own risk assessment including relevant use of PPE.
- **Washing Up:** Normally we simply request that your last washing up is done. Instead, now, please load the dishwasher with ALL the crockery and glassware regardless of whether you have used it. If you are unable to fit everything in, please leave the excess on the draining board. Activate the dishwasher as you leave – this enables our cleaning staff to clearly identify now what has been done and what hasn't.
- **Bins:** It is a normal requirement that the bin bags are removed to the bin pen.

Note to Guests: It is really important that you perform these requirements. Normally we are able to turn a blind eye to late checkouts and if normal washing up isn't done or if bins aren't taken out and we absorb the extra costs of doing so, as within reason they are part and parcel of the business we are in. However, such is the "New Normal" that the costs of a late checkout and extra work are now material, notably the use of specialist skills and equipment in the clean as well as the normal cleaning and extra sanitisation mean that especially if the knock on from delays caused by the guest is that specialist contractors have to leave for another job may make it not actually possible to turn around the apartment in time for the arriving guests. We have therefore modified our terms and conditions to reserve the right to levy charges for failure to carry out the required actions, especially checking out on time, to mitigate our costs and possible consequential losses.

Cleaning Contractor Actions. Our Contractors have been engaged not only to provide the normal clean and replenishment of complimentary items but also to undertake the following.

- **Risk Assessment.** The contractors have done their own risk assessments and will be wearing PPE applicable to the phase of the cleaning and replenishment as dictated by that risk assessment to keep themselves safe.
- **Entry:** entry will be via the guest key taking PPE precautions and sanitising the key and key lockbox.
- **Anti-Viral Fogging.** At an appropriate stage during the clean, anti-viral fogging will be carried out using EN14476 chemicals. We have been assured that other than during the fogging process itself these chemicals do not provide a risk to those with asthma or other allergy concerns. The fogging will be executed with wardrobe doors, cabinet drawers and under sink cupboards open and will include the remaining bedding.
- **Specific sanitisation of vulnerable "touch surfaces".** Additional sanitisation will be carried out on all "touch surfaces", notably the following: Light switches, door handles, kitchen

appliances controls, taps, toilet flush handles, apartment key and code lock box, TV and blu-ray player remote controls, safe keypad, thermostat, air-conditioning remote controls, patio table, key and key lockbox.

- Washing up of all crockery and glassware. This will involve unloading and storing the dishwasher load set in motion by the guest upon departure with appropriate use of PPE and loading any excess washing up.
- Complimentary items. These will be replenished with appropriate use of PPE (gloves) to avoid cross contamination from the master supply.
- Social Distancing. The cleaning contractors have been asked to attempt to maintain social distancing from guests should guests attempt to engage them in conversation. Conversely we request that guests maintain social distance from our staff and contractors.

Laundry Contractor

The Laundry contractor is a large UK-Wide organisation which washes and supplies laundry to commercial hygiene standards and has their own risk assessments for use of PPE by its staff. Laundry which we are requiring to have been bagged by Guests ahead of departure to prevent their direct contact with potentially infected linen will be removed by the cleaning team whilst wearing PPE to safe storage where it will be left untouched for weekly collection by the laundry contractor.

Grounds Maintenance and Window Cleaning

The nature of the grounds means that grounds maintenance (lawn mowing, gardening and hedge trimming etc and window cleaning) is able to be carried out in the open air and can easily be done with social distancing. The grounds and window cleaning contractors have been asked to attempt to maintain social distancing from guests should guests attempt to engage them in conversation. Conversely we request that guests maintain social distance from our staff and contractors.

If Owners Test Positive for Coronavirus

Should the Owners or their family test positive for Coronavirus they shall self-isolate in their part of the property which is distinct from the guest accommodation. This should have little effect on the guests other than any socially distanced interactions above will not take place.

If Contractors Test Positive for Coronavirus

In the case of cleaning and laundry contractors we understand that they have their own risk assessments in place to keep staff in team “bubbles” enabling the safe continuation of operation with unaffected teams. In the case of the grounds and window cleaning those service would be ceased during self-isolation.

Coronavirus/COVID-19 effect on Deposit and Cancellation Policies

Our position is that all bookings now made are “Coronavirus aware”. We have had to bear a huge loss in cancellations and refunds during the crisis but in the “New Normal” need to treat Coronavirus

similarly to the way we would treat another disease or illness which is outside of both our control and that of the guest.

A common question is about treatment of cancellations. We have made explicit provision in our Terms & Conditions for how cancellations are treated: if we have to cancel due to being closed by government legislation or local authority direction then we will refund your deposit/sums paid to date but will not be liable for consequential loss such as ferries. If you cancel due to Coronavirus/COVID-19 then our normal deposit and cancellation policies shall apply.

If you are diagnosed during your stay then we will not refund lost days if you are required to return home and conversely you will be liable for any extra days at the pro-rata daily rate.

Disclaimer: Infection with Coronavirus/COVID-19 whilst at Chale Bay Farm

Whilst we have made reasonable risk assessments in respect of Coronavirus and will carry out the mitigating actions discussed above, we cannot guarantee that you might not become infected by Coronavirus/COVID-19 whilst staying on the Isle of Wight or staying at Chale Bay Farm.

Notwithstanding the difficulty in identifying exactly where, when and by whom you may have become infected we accept no responsibility whatsoever to guests or contractors who may believe they have become infected at Chale Bay Farm. If you believe the measures in this risk assessment are insufficient as a guest or contractor to protect you then we request that you do not make a booking or enter onto the premises until the crisis is over and the risks are reduced to allevel where you are prepared to accept the risks.

References

- Visit Britain advice to the Accommodation Industry (various articles)
- UK Government: COVID-19: Cleaning in non-healthcare settings
- UK Government: Working Safely During Coronavirus (COVID-19); Hotels and other guest accommodation