

Guidance for RYECORN LTD Hotel Guests regarding Coronavirus COVID-19

COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called coronavirus.

The recommended way to deal with the risk of Coronavirus is to:

1. Identify potential cases
2. Isolate individuals at risk and
3. Seek specialist advice

Symptoms of coronavirus

The symptoms of coronavirus are:

- a cough
- a high temperature
- shortness of breath

These symptoms do not necessarily mean you have the illness.

The symptoms are similar to other illnesses that are much more common, such as cold and flu.

How coronavirus is spread:

Because it's a new illness, we do not know exactly how coronavirus spreads from person to person. Similar viruses are spread in cough droplets. It's very unlikely it can be spread through things like packages or food.

Treatment for coronavirus:

There is currently no specific treatment for coronavirus. Antibiotics do not help, as they do not work against viruses.

Treatment aims to relieve the symptoms while your body fights the illness.

You'll need to stay in isolation away from other people until you've recovered.

How to avoid catching or spreading coronavirus:

- Wash your hands with soap and water often – do this for at least 20 seconds
- Always wash your hands when you get home or into work
- Use hand sanitiser gel if soap and water are not available
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin straight away and wash your hands afterwards
- Try to avoid close contact with people who are unwell
- Do not touch your eyes, nose or mouth if your hands are not clean.

What to do if you think you might have coronavirus:

If you think you might have coronavirus or you've been in close contact with someone who has it:

- Stay at home and avoid close contact with other people
- Do not go to a GP surgery, pharmacy or hospital
- Use the NHS 111 online coronavirus service to find out what to do next

- The 111 coronavirus service will tell you if you need to continue self-isolate or if you need medical help.

What to do if you are planning on coming to any one of our properties:

Currently we are opening each establishment one at a time as customers begin to travel for work and enjoyment again. We are still open for businesses and hope to be open completely by August 2020 but we can assure guests and visitors that we have taken various extra precautions in line with WHO and Government guidelines and implemented procedures, including:

- Placing anti-bacterial hand sanitizer on all entry points and by all toilets
- Increased cleaning regime in public areas, bedrooms, function rooms and behind the scenes
- Additional staff training and awareness of recommended procedures to follow in current circumstances
- Extra cleaning and decontamination procedures will be implemented, in line with WHO/NHS/Government guidance for environmental cleaning (following a suspected or actual case of COVID-19)

You are of course welcome to attend our Hotels as planned, assuming you have not recently travelled from a designated high-risk country, and/or you have not been in contact with anyone who may have/has been exposed to COVID-19.

What to do if you are planning on coming to one of our Hotels and you have travelled recently, or you think you might have been in close contact with anyone who may be at risk of having/who has potentially been exposed to COVID-19, or you feel unwell:

- Before travelling to the hotel, please ensure that you first contact the NHS medical advice line by calling telephone number 111
- You will be assessed by medical professionals and given information and advice regarding any symptoms you may/may not have, or if you think you might have been exposed to the virus when travelling or from contact with at-risk individuals
- Please follow advice given and only attend the Hotel if you have been advised that you are not at risk of actually having or potentially contracting COVID-19;
- Please adhere to guidelines and any instructions given regarding self-isolation at home or other medical interventions
- Do contact the hotel by phone or email to advise us of any changes to your plans and discuss your options with us about any required amendments to bookings already made.

What to do if you are at one of our hotels and think you might have coronavirus or you start to feel unwell?

- Please contact 111 as soon as possible for assessment and advice
- The default advice is for individuals to isolate themselves at home. If this is possible or appropriate, please return home as soon as possible and follow advice given by NHS111.
- If it is not possible or appropriate (or you advised to remain in situ), please remain in your room and contact 111 as soon as possible for assessment and advice
- Where possible, please use your mobile phone to call, as this will make it easier for call

back and follow-up contacts, if required.

- If you remain on company premises, please also contact main Reception desk at relevant hotel as soon as possible, to advise us of the situation and relay advice given to you by NHS 111 advice line
- If you do not have a booking to stay in our hotel overnight, but you are advised that it is not medically advisable for you to return home (or it is not feasible/appropriate to do so), please contact Reception by telephone as soon as possible, so that plans can be made by the Duty manager to direct you to a designated isolation room in the Hotel (if appropriate), until your status can be better assessed by NHS 111 advice line.
- In order to reduce risk and for infection control, please ensure that you remain at least 2 metres from other people
- Avoid touching people, surfaces and objects
- Cover your mouth and nose with a disposable tissue when you cough or sneeze and put the tissue in a bag or pocket then throw the tissue in the bin.
- If you don't have any tissues available, you should please cough and sneeze into the crook of your elbow
- If you they need to go to the bathroom whilst waiting for medical assistance, you should use a separate bathroom (one in your room or a designated bathroom) if available.
- If you are advised to isolate yourself in a hotel bedroom, please keep the door shut and open a window
- Meals or refreshments can be delivered to you by way of Room Service, so that there is no need for you to leave the room (until advised it is OK to do so). Any additional supplies needed (bedding, towels, tissues etc) can also be delivered to and left outside your room to minimise risk.
- NHS 111 will assess your situation; if you meet the criteria for being potentially at risk of infection, they will liaise with the local healthcare system, will advise on isolation and will may also arrange safe transfer of anyone infected for appropriate medical treatment as required (in accordance with local medical care plans).
- Hotel Management and team members will comply with advice given by NHS 111 as far as reasonably possible.

Any other questions about this situation?

Please feel free to contact either Hotel if you have enquiries regarding any confirmed or potential booking on tel. no. 019467 58422, 019467 25254, 019467 29786 Hotel. For enquiries about Corporate or Private Events, please contact our Meeting & Events Teams via main numbers above.

Look out for regular updates via National or local media channels; more information about the Coronavirus is also available from various sources online, including:
World Health Organisation:

<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

General information from UK Government:

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

General UK-related information from National Health Service:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

We hope that the information provided in this guide will provide you with reassurance that Ryecorn Ltd are proactively taking the necessary steps to reduce potential risks associated with the Coronavirus for any of our guests, visitors and our team members, so that you can continue to enjoy our four star Hotel service.

Many thanks for your continued patronage.