



COVID-19 RISK ASSESSMENT

Potential Hazards

Contamination of the holiday accommodation by guests who are asymptomatic or who develop symptoms whilst in situ.

Transmission of the virus between guests or between guests and property management staff/contractors.

Who is at Risk?

Guests arriving on site, or with subsequent bookings, particularly the elderly or those with underlying health conditions.

Aldeburgh Coastal Cottages housekeeping and maintenance staff and their immediate families, particularly those who care for relatives who are elderly or have underlying health conditions.

The wider public locally.

Actions to Control Risk

Anybody who is exhibiting symptoms or who has any reason to believe they may have come into contact with the virus up to 14 days prior to their booking must follow the Government instruction to self-isolate, and follow guidelines, therefore please do not arrive at the accommodation. Please contact Aldeburgh Coastal Cottages to amend or cancel your booking.

Guests already staying in our accommodation that begin to show any symptoms must notify Aldeburgh Coastal Cottages staff immediately to discuss their options.

Anybody in one of the vulnerable groups identified by the Government should follow Government advice. Please contact Aldeburgh Coastal Cottages for help and advice with their booking.

Contractors who are exhibiting symptoms or who have reason to believe they may have come into contact with the virus within the previous 14 days should not enter into any Aldeburgh Coastal Cottages managed properties and should follow NHS guidelines.

We ask all guests to follow guidelines on social distancing.

Aldeburgh Coastal Cottages is the managing agent for self-catering holiday properties, ranging from apartments to houses.

Guests of self-contained holiday homes can relatively easily avoid close contact with those from other households by continuing to apply well publicised social distancing measures when accessing or using their accommodation (e.g. when passing by neighbouring properties)

Guests can arrange for groceries to be delivered to their accommodation to avoid trips to the supermarket if preferred.

Guests are advised that there may be severely restricted opportunities to eat out at this time and should come prepared to self-cater.

Housekeeping Team

Aldeburgh Coastal Cottages managed holiday properties are cleaned by our own employed housekeeping staff.

We strive to maintain extremely high standards of cleanliness in all of our properties.

While doing this we will protect our cleaning staff by supplying appropriate protective equipment including face masks, aprons and gloves.

All bed linen and towels supplied by Aldeburgh Coastal Cottages has been professionally laundered before each use.

All hard surfaces, tables, kitchen surfaces, stair handrails, door handles and fittings accessible to guests are wiped down with appropriate antibacterial cleaning products during each changeover clean.

To allow more time for our cleaners to implement these extra hygiene procedures during changeovers we ask that guests depart promptly at 10.00am on the day of departure.

To protect our housekeeping team, we will:

- Ask guests to strip their own beds and put the used linen in the bags provided
- Remove all food and drink items from the fridge, freezer and cupboards
- Ask guests to empty all bins and place tied bags in the external waste bins
- Where possible please dispose of your glass bottles at the nearest recycling point
- We will dispose immediately of any lost property left by guests

Maintenance

Should you have any maintenance issues during your stay please report these as soon as possible to our office on 01728 830250. You and all your guests will be asked to vacate the property whilst our maintenance team visit. You will be contacted one hour before they arrive to give you enough time to vacate.

This policy will be reviewed monthly until the threat of COVID-19 has passed.