



**Sundial** | Group  
Experts In Events

WHEN THE TIME COMES,  
WE'LL BE READY

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We have built our family business on a reputation of personal attention and caring service. Therefore, we feel that it is important that our guests and staff understand the measures we will be putting in place in response to COVID-19.

Our response is dynamic, and we intend to continuously review the below policies in accordance with government guidelines and industry best practise. However, what will not change is our determination to provide the safest environment for our guests, staff and visitors at both of our properties.

### TRAINING OF OUR PEOPLE

We have developed, in conjunction with our training and HR consults, hygiene suppliers and equipment manufacturers a return to work learning and development program to ensure that all staff have received training covering the following topics.



- COVID-19 and broader infectious disease awareness.
- Personal hygiene, first aid, mental health, and wellness.
- Social distancing, PPE and safe working.
- Sanitising, chemicals handling and cleaning
- Food and drink safety and handling plus dietary requirement awareness.

### INSPECTION AND MAINTENANCE OF EQUIPMENT

- All of our cleaning, washing, food preparation and air handling equipment is being inspected and serviced to ensure safe, efficient, and hygienic operation.
- We are also working with our laundry and other outsourced providers to ensure that all their processes comply with the necessary standards to mitigate any risk of contamination.



### DELIVERY AND STORAGE OF MATERIALS



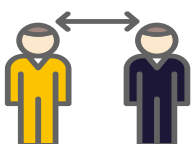
- All suppliers are required to ensure safe packaging, delivery and handling of materials brought to our properties.
- We have also ensured that our own storage and handling of materials meet the necessary standards.

### ENHANCED CLEANING PRACTICES

- Intensive cleaning routines including antibacterial treatment of common touch surfaces and washroom areas.
- All of our cleaning routines and practices have been enhanced along with relevant staff awareness and training.
- Sanitising stations will be placed at primary entrances and high traffic areas.
- Meeting room furniture, equipment and touch points will be sanitised after each reset. Stationery will be removed and will be available on request.



### PEOPLE CONTACT AREAS AND CIRCULATION AT OUR PROPERTIES



- We have developed safe, social distancing access and circulation routes in combination with screens and other working practices to ensure safe contact between people.
- We are developing safe social distancing access and circulation routes throughout our large countryside venues.
- Signage will enable guests to navigate safely.

## ADJUSTMENT OF ROOM CAPACITIES



- The capacities of meeting rooms, dining rooms and public areas will be adjusted in accordance with government guidelines to reflect social distancing requirements.
- Food service times will be extended and mealtimes staggered to achieve safe dining. On request, food can be served in alternative areas such as outdoors, in meeting rooms or bedrooms.

## MEETINGS AND EVENTS

- Our secure broadband connection and video conference facilities make Highgate House and Woodside Hotel an excellent location for hybrid meetings and remote attendance.



## PAYMENTS

- We are working to go completely cashless. Arrangements can be put in place if this represents a challenge for your guests.

## BEDROOMS

- Bedrooms will be deep cleaned and sanitised before check-in and will not be accessed again unless a guest has requested housekeeping or maintenance. Non-essential items will be removed from bedrooms to limit touch points (e.g. decorative cushions and marketing collateral).

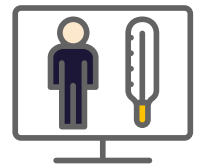


## LEISURE FACILITIES

- Initially, our leisure facilities will remain closed until we receive further guidance from the Government.

## STAFF AND GUEST HEALTH CHECKS

- Temperature and health checks will be carried out for all staff members when reporting for duty, with details recorded and necessary measures taken.
- If our colleagues develop any symptoms at work, they will immediately go home, isolate, and undergo a test for COVID-19 if necessary.
- We request that all of our meetings and event bookers establish that they and their guests are all in good health before arrival.
- We will discuss the condition and the existence of any symptoms with guests on arrival.



## MANAGEMENT OF REPORTED CASES

- Should any guests develop symptoms, our properties have self-isolation rooms and we have developed protocols to respond to this eventuality. Our protocols establish the next steps, which can include immediate departure home, self-isolation on our premises or transfer to the local hospital.



## THE IMPACT ON SUSTAINABILITY

- Where changes to operations or safety precautions occur, we will always follow the safest course of action and, where possible, is in line with our sustainability goals.
- We have established that washing temperature, detergents and revised handling procedures will allow us to continue to use our existing cutlery and crockery rather than resorting to single use items.



## THE IMPACT ON HOSPITALITY AND SERVICE



We have built our family business on a reputation of personal attention and caring service. We will be introducing a number of low contact and self-service processes in response to the social distancing guidelines, but we will not allow the personality of our business to change to a faceless branded commodity. Our teams will be the same can-do people who love to look after our guests, and we will maintain the spirit of hospitality whilst ensuring a safe and relaxed environment.

WE LOOK FORWARD  
TO WELCOMING YOU  
BACK...



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