

Helping you feel safe at Ragdale

Covid-19 Policy

June 2020

Providing a safe environment

- We have undertaken a comprehensive Covid-19 Risk Assessment which includes intensive training for the Ragdale team
- We will be reopening with reduced numbers to allow for greater social distancing
- Health declaration forms will be completed by all guests, staff and visitors to site



PPE

- Where necessary, staff will be equipped with the necessary PPE for the continued safe running of their departments
- Protective screens will be installed in some areas around the Hall



Enhanced cleaning and sanitising

- We have introduced a dedicated team of Cleaning Champions working around the clock to keep Ragdale sanitised and safe
- Additional hand sanitiser stations are provided around the Hall for guests and staff to use
- Room keys and locker bands are sanitised before and after use
- Loose items that cannot be cleaned have been removed -such as books/magazines, throws, jigsaws etc
- Lockers are sanitised between each user
- Upholstery across the Hall is sanitised daily
- Our on-premise laundry wash programmes meet industry standards for thermal disinfection



Treatments

- In preparation for re-commencing treatments, a very small selection of treatments have been temporarily removed from our menu. Please be aware other changes to our offering may occur in line with government guidelines, where other options will be made available
- Therapists will be provided with the correct PPE to undertake treatments safely
- Therapists and guests will be required to sanitise their hands before and after a treatment
- Treatment rooms will be thoroughly sanitised throughout (including couches and showers) and as always, fresh couch linens fitted between each treatment



Welcoming you

- Although our team will still be here to welcome guests with a friendly smile, we have made some alterations to our check-in procedure, some of which you will be asked to complete online prior to arrival
- Guests will be asked to park their own car on arrival



Your safe haven

- Bedrooms are deep cleaned and sanitised for your arrival, with particular attention to "touch point" hot spots and all surfaces
- To keep guests and staff safe, we will not enter bedrooms to service them during your stay. Items can be replenished on request if required
- Soft furnishings in bedrooms will be sanitised between each guest's stay



Staying active

- Upon reopening we will adapt our fitness programme to include additional outdoor classes
- We will reduce numbers in classes and in our gymnasium to account for social distancing
- New sanitising procedures will be introduced before and after using equipment
- Guests will be asked to pre-book gym sessions along with all fitness classes



Dining

- Breakfast will be delivered to your room each morning of your stay
- We have replaced our buffet options, and lunch in our Dining Room will now be table service
- We have altered the table layout for dining to allow for social distancing, with an option for outdoor and in-room dining
- Our Bars will be full table service only



The Spa

- Our spa facilities will be open, subject to government guidelines
- Upon re-opening the spa we will reduce numbers at any one time to help ensure social distancing. As such guests will be asked to pre-book time slots to use the facilities each day of their visit.
- As usual, Spa facilities will be deep cleaned and sanitised overnight and sanitised regularly throughout the day



How you can help us

- If you or anyone in your home is feeling unwell, or experiencing any Covid-19 symptoms you must inform our Reservations team and stay at home and self-isolate for 14 days
- For coughs and sneezes adopt Catch it, Bin it, Kill It
- Wash hands thoroughly and regularly for at least 20-seconds throughout your visit
- Maintain social distancing and follow guidance around the Hall
- You may feel more comfortable to bring your own mask to wear during treatments