

Adapting your business to the lifting of Covid-19 restrictions with social distancing and infection control measures

There have been reports produced on this subject by various organisations. See the links below for some examples. By reading them you'll gain further ideas about how you might be able to adapt your business to make it a safer environment for you, your staff and your guests/customers.

Here are some ideas to get you started for accommodation providers, attractions and retailers.. Carefully work your way through your own customer journey and staff roles to see what measures are necessary and what can work for your business.

Accommodation Providers

Staff – Consider:

- Hygiene training for all staff
- Early symptom reporting system for staff and temperature checks

Food/Breakfast - Consider:

- Remove/reduce food offer and close restaurants but re-open room bookings
- Offer a No breakfast rate
- Pre booked breakfast slots to avoid overuse of the communal room
- Offer breakfast delivered to room (continental/cooked)

Check-in - Consider:

- Virtual check-in by zoom/phone to reduce face to face time
- Perspex shield in reception area
- Hand sanitiser in reception and doorways
- Pre-arrange staggered book-in times
- Screen and PPI for reception staff
- Social -distancing signage and waiting area to reception

Cleaning routine and communal areas - Consider:

- Room cleaning at change over only
- If required, room cleaning to take place at agreed time only, room to be vacated by guests
- Frequent cleaning and wiping of communal areas and door furniture
- Limiting access/use of communal areas
- Mark 2 metre gaps for reception desks/food service counters queues
- Hand sanitiser/wipes in communal areas/lifts
- Close unnecessary communal facilities
- Encourage use of en-suite facilities only
- Remove traditional hand towels from shared toilets/bathrooms

Behaviours – Consider:

- Display signs in communal areas about social distancing measures and visitor/staff behaviour
- Display information in rooms about respecting local communities' fears
- Display Covid-19 Countryside code

More guidance and ideas here:

<https://www.visitbritain.org/business-advice/advice-tourism-and-event-businesses-affected-covid-19>

Visitor Attractions and Experiences

Staff – consider

- Hygiene training for all staff
- Early symptom reporting system for staff and temperature checks

Premises – consider

- Limiting number of entry/exit points
- Limiting number of shoppers in premises
- Floor markings
- Cleaning stations with hand sanitiser and wipes at entrance
- Screen and PPI for staff at tills and customer service areas
- Scheduled surface cleaning throughout the day

Customers – consider

- Limiting number of customers per session to maximise social distancing space
- Introducing pre-booked and timed slots
- Allow time between activity sessions for cleaning and minimising social contact between arriving and exiting customers
- Introduce hand-cleaning into welcome session

Vehicles – consider

- Can you adapt your experience so customers can use their own vehicles
- Screen, PPI and hand sanitiser/wipes within vehicle
- Cleaning of exterior and interior between customers
- Safety reminders

Behaviours – Consider:

- Display signs in communal areas about social distancing measures and visitor/staff behaviour
- Display Covid-19 Countryside code

More guidance and ideas here:

<https://www.cambridgenetwork.co.uk/news/three-things-visitor-attractions-should-focus-during-covid-19-pandemic>

<https://www.visitbritain.org/business-advice/advice-tourism-and-event-businesses-affected-covid-19>

Retail Premises

Staff – consider

- Hygiene training for all staff
- Early symptom reporting system for staff and temperature checks

In Premises - consider

- Limiting number of entry/exit points
- One way system around larger stores
- Limiting number of shoppers in premises
- Floor markings
- Cleaning stations with hand sanitiser and wipes at store entrance

- Cleaning station at basket and trolley stations
- Screen and PPI for staff at tills and customer service areas
- Scheduled surface cleaning throughout the day
- Measures in public and staff only areas

Behaviours – Consider:

- Display signs about social distancing measures and hygiene messages
- Display Covid-19 Countryside code

More guidance and advice here from the British Retail Consortium:

<https://brc.org.uk/news/corporate-affairs/social-distancing-in-retail-stores-and-warehouses/>