



TWR Y FELIN HOTEL  
PENRHIW PRIORY  
ROCH CASTLE  
Pembrokeshire, Wales

## PENRHIW PRIORY THERAPY TREATMENT COVID SECURE GUEST CHARTER

Penrhiw Priory, considers the health and safety of its Guests, Team Members and Community of paramount importance. We will have the following COVID Secure Measures implemented at Penrhiw Priory and its sister venues; Roch Castle and Twr y Felin Hotel, while adhering to social distancing restrictions and other Government guidelines, which are designed to safeguard public health and safety, and to help minimise the spread of Coronavirus.

**It is mandatory that all guests wear face coverings at all times when in Penrhiw Priory, Roch Castle and Twr y Felin y Felin Hotel.**

**We reserve the right to refuse, postpone or cancel any bookings from areas that are considered high-risk by the Group General Manager.**

### **Pre-arrival**

To enable us to comply with the Test, Trace and Protect requirements, all Guests will be required to complete a short health questionnaire, before arrival, declaring your good health and absence of symptoms of the Coronavirus as a condition of your visit.

Guests will need to take a shower before your treatment.

### **Arrival**

Please arrive just before your appointment and wait in the Entrance Hall. Your therapist will come to meet you. They will take your **temperature** and ask you to sanitize your hands.

If guests become ill and are showing temperatures higher than **38c** we will **not** allow you to enter the building further, and we will advise you to call NHS 111 and follow Government guidelines. You will be asked to return home and if you are not well enough to return home, we will advise you that you need to go to the nearby hospital.

In addition to the **mandatory wearing of face coverings**, hand sanitizers will be located at entrances/exits, and other key areas for our guests to use as frequently as possible.

### **Social Distancing**

Direct person-to-person contact is the primary way in which the COVID-19 virus is spread, so it is essential all Team Members and Guests minimise their contact with each other at all times.



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### **Cleanliness and Hygiene**

As hypo-allergenic venues, cleanliness and hygiene has always been a priority for Penrhiw Priory, Roch Castle and Twr y Felin Hotel. Additional cleaning protocols in all public areas have been increased as a result of the COVID-19 pandemic and will be implemented before and during your appointment.

### **Treatment Room Cleaning**

We will clean and sanitize the Treatment Room prior to your arrival.

### **High Impact Touchpoint (HIT) cleaning to focus on:-**

- Bathroom – taps, shower controls, flush handles, tissue boxes and amenities drawer
- Controls – light switches, power sockets
- Doors and Handles - wardrobes, cupboards and drawers.
- Furniture – hard surfaces including desks, tables and bedside tables

### **Public Areas**

All surfaces will be thoroughly treated with approved disinfectant cleaning products. Cleaning of HIT areas will be conducted at regular intervals throughout the day.

### **Our Therapist**

During your treatment our therapist will wear appropriate PPE including mask and visor and will use hand sanitizer when appropriate, in adherence to government regulations and guidance.

### **Team Members**

When preparing the treatment room for arrival, we will wear appropriate PPE including masks and gloves, in adherence to government regulations and guidance. We have undergone training on the health and safety procedures and the implications of COVID-19, with constant refresher training courses. We will practise social distancing between Team Members as well as Guests.

We look forward to offering you our usual Warm Welsh Welcome.

Cofion cynnes,

**Paula Ellis**

**Rheolwr Cyffredinol y Grŵp/Group General Manager**



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