



FRANKHAM

The Honourable Society of Gray's Inn

Overnight Accommodation: COVID-Secure Arrangements

COVID-19 Statement

In accordance with current Government Guidelines, not all of our facilities are currently available. However, we are committed to providing as wide a range of services and amenities as possible while helping our guests feel welcome and safe. We will add more services as and when it becomes possible to do so.

Regrettably, if a national **or** local lockdown is introduced any bookings already received will be cancelled and refunded in full. Existing bookings may also be affected by staff sickness, quarantine measures or the need to arrange deep cleaning if an occupant has been unwell. In these circumstances we will always strive to provide an alternative apartment if possible or provide a refund. We will also give as much notice as is possible of any such changes.

Please rest assured the health and safety of our guests and staff remains our absolute number one priority and we have been working to the advice of leading COVID-19 experts, Frankham Risk Management Services Ltd, to achieve this. We have made a number of changes to the operation of the overnight accommodation and will continue to do so in order to maintain a safe environment.

There are 5 main areas in which we have adopted procedures and recommendations and these are in line with an industry leading accreditation scheme. They are developed to reassure both guests and staff.

Arrivals and Departures
Temporary Food and Beverage Standards
Guestroom/Apartment Amenities
Public Spaces & Common Parts
Employee Safety Standards

Helping ensure your health and safety

For your piece of mind, below is a list of the measures we have implemented in order to mitigate the risks of COVID-19 and keep our guests safe during their stay with us and whilst using our facilities.

Please note the Government Guidelines are continually changing, therefore, these points will be updated accordingly and without prior notice:

- The management of the Inn's Overnight Accommodation is guided by independent advice relating to COVID-19 and wider Infection Control Risk Management from a recognised Risk Management Consultancy – Frankham Risk Management Services Ltd.



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- The Overnight Accommodation has not been independently audited by an approved Environmental Health Agency or Authority.
- We are actively recording the temperature of our staff using a contactless digital thermometer before they are permitted to access overnight rooms.
- We have increased the frequency and efficiency of cleaning procedures adopting clinically approved and certified sanitising products proven to be effective against Covid-19.
- Social distancing signage has been installed in common parts throughout the accommodation to remind everyone to keep a safe distance.
- Public and common areas have been restricted in accordance with Government Guidelines. The bar, WC facilities and communal laundry area have been taken out of use.
- Our employees will wear personal protective equipment (PPE) to protect themselves and our guests.
- There will be hand sanitisation stations within common parts.
- In accordance with social distancing measures, we will only be able to check-in or check-out one apartment at a time and would ask that guests wait outside the Porters' Lodge until invited to enter and wear a face mask when inside the building.
- We have installed screens to protect guests and staff at the Inn's reception and the Porters' Lodge enquiry window.
- The existing on-line booking system enables bookings and payments to be made remotely.
- Guests are reminded that at the current time we only accept contactless payment methods for supplementary services such as additional parking or food and drink in the Burghley Lounge.
- To save unnecessary personal contact with staff during you stay please direct any non-urgent requests to **overnight@graysinn.org.uk**. For urgent assistance please contact the Inn's reception on **020 7458 7800**. Calls will be directed as necessary and out of hours calls will transfer to the Inn's security and porter team based on site.
- Additional checks will be carried out by the Inn's Housekeeper between bookings to ensure that our highest standards are maintained.
- There will be an anti-bacterial wipes and sanitiser provided in each apartment for you to use for your peace of mind.
- Our linen is laundered at over 60 degrees centigrade.
- Unnecessary high-touch items have been removed from the apartments.
- Each apartment will be ventilated between stays. To allow for this and thorough cleaning it will not be possible to permit early check-in. Apartments will be available no earlier than 3pm. Similarly, late check-outs will not be possible.
- For guest and staff safety apartments will not be serviced during your stay unless specifically requested. We will require you to vacate the accommodation while servicing takes place and ask that any personal items are put away to enable thorough cleaning of surfaces and reduce touch points. Please use the 'IN' and 'OUT' signs fitted to the entrance door of each apartment.
- For additional towels, bedding or other appropriate amenities please make contact by the means given above. If we can assist then what is needed will be left outside your room.
- Breakfast, lunch and drinks throughout the day are available from the Burghley Lounge operating in Hall. Access is through the Benchers' entrance in South Square. A QR code is posted that enables guests to download an application the contains the menu, payment options and the ability to pre-order.
- Keys and access fobs will be sanitised when returned to the Porters' Lodge.
- Unfortunately, we will not be able to store any luggage before or after your stay.

Thank-you in advance for your understanding and cooperation.