



COVID-19 Safety Protocol for residential stays at Eden Rise

Here at Eden Rise, our main priority is to create a safe and comfortable space for groups to enjoy our homely tranquil setting. We are a retreat venue for education, training and residential purposes run by the Network of Wellbeing Charity and will strive to remain a covid-secure space. To ensure health and safety standards remain at the top of our agenda, we have compiled a list of sensible safety measures for ourselves and guests wishing to reside at our self-catering venue.

We want to create an operational space that follows our simple recommendations to protect our guest's and staff members, we must all work together to achieve this safe standard.

[Get the latest NHS information and advice about coronavirus \(COVID-19\)](#)

Bookings

- Please read and adhere to the [latest government guidelines](#) before making your booking.
- We have created single occupancy accommodation to allow for group residential bookings.
- Group organisers are recommended to write their own risk assessments for their events.
- Organisers are advised to record of the name and contact numbers of all guests attending their event and keep available to the venue for 21 days, for NHS Track and Trace purposes.
- Between each booking the venue will be thoroughly aired and cleaned.
- Groups must strictly arrive no earlier than 3pm on their arrival date and leave by 5pm on their departure date.
- Customers should self-isolate in their own homes if they or someone in their household has a new, persistent cough; a high temperature; or loses/has changes to their sense of taste or smell, even if these symptoms are mild. They must also self-isolate if they or someone in their household has had a positive COVID-19 result, or if they have been told to self-isolate by NHS Test and Trace.
- People who have recently been in contact with someone who has coronavirus symptoms, and show symptoms themselves, should immediately inform the main booker, not attend the event at the venue until safe to do so and follow the [NHS guidelines](#).

During your stay

- Groups should keep to the main building, garden/terrace areas and stay to the venue's grounds, driveway and permitted areas. **Please respect the caretakers living space and refrain from going near their caravans onsite.**
- Increase ventilation inside the building by keeping doors and windows open where possible.

- The surrounding field in front of Eden Rise (Yeoland) is private land with permissive walking access for Eden Rise residents, though please note that entry onto this land is at the person's own risk and not covered under Eden Rise Insurance or Risk Assessments.
- For emergencies concerning the building or mechanical operations, guests should first look in the Welcome Pack for answers to any problems. Secondly, phone the caretaker's mobile number who are available to assist during bookings (or for emergency situations and you cannot get a reply from the caretakers there are other managerial contact numbers in the Welcome Pack and pinned on the entrance board). **Please refrain from knocking on the caretaker's caravans to get assistance, firstly call their mobile number or text them (note they are not always onsite).**
- Bringing food and goods onsite; make sure you wash food thoroughly brought from outside establishments and stay alert to potential germs. See [guidance for consumers on coronavirus and food](#).
- Please write any accidents in the accident book provided, full health and safety guidelines and relevant first aid location details are included in the Welcome Pack.
- If anyone should become unwell during their stay, please get medical advice immediately. Emergency contact details and nearest medical centres are provided in the Welcome Pack.

Handwashing and Respiratory Hygiene

There are general principles you can follow to help with personal hygiene and the spread of respiratory viruses, these include:

- washing your hands regularly - with soap and water for at least 20 seconds or use a hand sanitiser before you enter/leave the building, when you blow your nose, sneeze, cough, eat or handle food, touch something unhygienic or items not belonging to you. We have provided hand soap at every sink in the building for your convenience. Please view the [NHS hand washing video](#).
- wearing face coverings inside communal spaces is recommended and if appropriate (for instance in communal corridors), see government guidelines [here](#).
- avoid touching your eyes, nose, and mouth with unwashed hands (maintain self-care).
- cover your cough or sneeze with a tissue, then throw the tissue in a bin and wash your hands afterwards (be socially responsibility).

Cleaning Measures before Departure

There are certain extra cleaning instructions, apart from the general departure cleaning requirements highlighted within the Welcome Pack, to abide by before you leave the building and site. These are in place specifically to prevent the unnecessary spread of viruses/germs to our workers and other guests subsequently using the premises.

- Any linen used must be neatly folded and placed within the blue linen bags provided and left near the entrance area of the building (linen bags are hung at the bottom stairway of The Albion Room).
- All rubbish to be sorted and put into the correct wheelie bins located at the outside refuge area, this includes emptying the dustbins in toilets and bedrooms (blue/clear recycling bags and black refuge bags provided in the kitchen). **All glass to be removed from the premises for disposal (we do not have glass recycling facilities onsite).**
- Make sure all kitchen equipment, crockery and utensils are thoroughly clean, use hot water when washing up.

- For any extras ordered (e.g. firewood, linen, or washing/dryer machine usage), please remember to pay in cash before leaving. For retreat bookings fill out the extras form and leave cash in the envelope provided, otherwise you'll be invoiced after your stay.
- Leave common surfaces clean and disinfected before departure (e.g. kitchen work surfaces and table), cleaning products are available for your use throughout your stay (located in the kitchen alcove next to the toilet).
- Please leave all the upstairs windows in the bedrooms open to air the rooms (not the terrace doors).

Our Safety and Hygiene Measures

We want to assure guest that our property is well looked after by our caretakers and housekeepers, we conscientiously follow the highest hygiene and cleanliness standards.

- There premises will be thoroughly aired between bookings.
- The inside of the building will be rigorously cleaned with the main surfaces, toilet/shower facilities, kitchen areas and common surfaces disinfected.
- We use a microbe shield spray on all door handles, toilet handles, light switches and common surfaces that kill 99.9% of germs/viruses and lasts for 30 days.
- We have various signage in and around the building for your health and safety, please take notice of these for your own benefit.
- A Welcome Pack is available onsite and includes the following: operational instructions, health and safety measures, emergency contact details, risk assessments and departure instructions. Please take time to peruse this pack, many potential questions will be answered here.
- We have two caretakers living onsite who maintain the building and grounds, if you need emergency assistance, please contact them via the mobile number located on the entrance board and they can provide help and guidance.

We hope these safety measures will help you feel more comfortable and secure at Eden Rise, we will be constantly monitoring any governmental changes and updating our protocol as required.

Should you have any questions please contact me directly.

With best wishes and thanks,

Sylvie Mohabir

Eden Rise Manager

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