

Internal Customer Service advice for Customers regarding the coronavirus

Dated 1st March 2020

FAQs

1. Are you open/should we attend?

Skern Lodge is very much open and we are looking forward to welcoming you and your party. We have been working hard all winter to make your trip to Skern Lodge the best ever. We are excited to see you.

Of course, we are doing everything we can here, as we always do, to make sure your stay is both exciting and also safe and have put in place some additional precautions and health and hygiene systems to make sure that everyone on site is as safe and secure as is possible.

Importantly, we ask that you ensure, before attending our Centre, you have met, in full, the requirements laid out by the relevant national government and health bodies in your area including Public Health England (or the relevant public health body in Wales, Scotland or your most appropriate national health body), and the Chief Medical Officer.

2. Should visitors be worried about an extra risk of infection if they attend Skern Lodge?

We are fortunate that we have very tight controls on our environment in terms of who comes in and out.

Importantly, we ask that you ensure, before attending our Centre, you have met, in full, the requirements laid out by the relevant national government and health bodies in your area including Public Health England and the Chief Medical Officer. We are following this advice.

We have up to date and vigorous procedures in place and are very much looking forward to welcoming your group/school to our Centre.

3. How do you know that people attending Skern Lodge are not a risk to others?

It is the obligation of every group that attends our sites to adhere, in full, to the requirements laid out by the relevant national government and health bodies in their area including Public Health England and the Chief Medical Officer.

4. Who is being prevented from accessing the site? What if a visitor arrived back from an infected area in the last 14 days?

It is the obligation of every group that attends our site to adhere, in full, to the requirements laid out by the relevant national government and health bodies in their area including Public Health England and the Chief Medical Officer.

5. What are you doing to keep your visitors safe?

- We are following the latest advice as laid out by the government and health bodies including Public Health England and the Chief Medical Officer.
- Making sure all staff are up to date and know our procedures – staff briefings take place every morning
- Sanitisation equipment has been stocked up (e.g. sanitisers, dispensers, disposable cloths, face masks, bio-bags)
- Added extra processes to our cleaning routines to make sure that high-use areas and items are sanitised even more regularly than usual (e.g. door handles, light switches, taps and toilet flushes)
- Following the NHS “catch it, kill it, bin it” policy
- Isolation procedure in place should anyone present with possible symptoms
- It is the obligation of every group that attends our sites to ensure, before attending our Centre, you have met, in full, the requirements laid out by the relevant national government and health bodies in your area including Public Health England and the Chief Medical Officer.

6. I have more questions do I ask?

Simply give us a call in the office on 01237 475992 where one of the team will assist with any queries you may have.