

# The Clive Arms LUDLOW

Reducing CONTACT  
Increasing CLEANING  
Giving you CONFIDENCE

## Reducing Contact

All front of house staff wear visors and all kitchen staff wear face masks  
Hands are sanitised or washed regularly and gloves are sanitised and changed regularly  
Table numbers have been reduced and all tables are now 2m apart  
Reservations are spaced 15 minutes apart to avoid any queuing  
Each table is only used once during a service  
Paper menus disposed of after each use  
Wine lists wiped with anti-bacterial after each use  
Salt, pepper, sugar and sauce sachets available  
Most doors propped open to avoid contact  
Card payment only, no cash handled - tissues provided for entering pin number  
Contactless room check-in and check-out  
All kitchen staff work in zoned areas to avoid contact

## Increasing Cleaning

Glasses washed in glass wash that operates at +65C, viruses are generally killed at 55C  
Plates and cutlery washed in dishwasher that operates at +65C and rinses at +85C  
Card machine cleaned after each use  
Tables, seats and all contact surfaces sanitised & cleaned each morning before service  
Hand sanitiser available by all the entrances/exits and throughout the premises  
Floors are cleaned with anti-bacterial/anti-viral liquid dilution  
All contact surfaces cleaned with anti-bacterial/anti-viral spray  
Soft surfaces – cushions, blankets, chairs and sofas – sprayed with anti-bacterial/anti-viral fabric spray  
All laundry is washed in accordance with EN14065 (NHS standard) ie 73c for three minutes. We do not use bleach as we ozonate which has a 99.999% kill rate including Coronavirus.  
Our housekeeping staff wear face masks whilst cleaning the rooms and change gloves after every room  
Each room is deep cleaned after each stay