



HEALTH & SAFETY PROGRAMME

Our programme has been developed to ensure we have best practice Health, Safety and Hygiene protocols in our Hotel and Resort Houses, in line with the World Health Organisation, the Health Service Executive, and Government directives during these unprecedented times.

In partnership with our Health, Safety and Hygiene consultants SeaChange we have developed an industry leading protocol which combined with using hospital grade products and PPE, will assist us in protecting the safety of our guests and work colleagues.

We are committed to making your experience with us as comfortable as possible and we will continue to monitor and update these controls as new directives are introduced to ensure that our Guests, Colleagues and Local Community keep safe.

- 1. Physical Distancing.** Guests will be advised to practice physical distancing by standing at least 2 metres away from other groups of people not traveling with them while standing in lines, using lifts or moving around the property and grounds. Restaurant tables throughout the hotel and other physical layouts will be arranged to ensure appropriate distancing is adhered to.
- 2. Hand Sanitizer and Handwashing** Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as reception desks, restaurant entrances, meeting and conference areas, swimming pools and exercise areas. All our staff will wash their hands with bacterial soap (for at least 20 seconds) at regular intervals while on duty and in addition they will use hand sanitizer each time they use shared products or equipment.
- 3. Front of House Signage.** There will be health and hygiene reminders throughout the property including physical distancing floor markers.
- 4. COVID-19 Training.** All employees will receive training on COVID-19 safety and hygiene protocols with more comprehensive training for our teams with frequent guest contact including our team members working in Housekeeping, Food & Beverage, Hotel Reception, Spa, Golf, Leisure Centres and Hotel Operations departments.
- 5. Personal Protective Equipment (PPE).** Appropriate PPE will be worn by all employees based on their role and responsibilities. Training on how to properly use and dispose of all PPE will be mandatory. Gloves will be provided to housekeeping and public area attendants and any other employees in direct contact with guests. Cotton Masks will be provided for those Employees who are not in a position to adopt social distancing rules.
- 6. Cleaning Products and Protocols.** Our Housekeeping Team uses a hospital grade disinfectant to clean guestrooms and the resort houses which ensures that all areas are fully disinfected. Our employees who are doing this extra stringent cleaning tasks are provided with the correct PPE.
- 7. Public/Shared Area Cleaning.** Dedicated employees will sanitize all public areas at least once per hour including Guest lifts doors and call buttons, handrails, Front of House toilets and Hotel entry doors
- 8. Restaurants and Bars.** Our restaurants and bars will operate with reduced seating capacities to allow for a minimum of 2 metres between each table. Table capacities will be limited to a maximum of 4 people as per Government guidelines.
- 9. Fresh Air and Air Conditioning Units.** Where possible, we will increase natural fresh air flows through the building. All air conditioning units in shared public spaces will be turned off.



Oliver Sevestre
General Manager