

# Our Stay Well Programme

Taking care of you during Covid-19 – Absolute Hotel Limerick



During your stay at the Absolute Hotel Limerick throughout the Covid-19 pandemic we want to put your mind at ease and advise you of the additional health and safety measures we're taking to help keep our guests and employees safe.

Our promise is to ensure that the safety and well-being of you and our team is our top priority.

Our “**Stay Well**” Programme has been developed to ensure we have best practice Health, Safety and Hygiene protocols in our hotel in line with the World Health Organisation while following the Health Service Executives public health advice ensuring we comply with all government directives during these unprecedented times. We are committed to making your experience with us as comfortable as possible and we will continue to monitor and update these control procedures as directives are introduced and amended to ensure that our Guests, Colleagues and Local Community are safe.

We have reviewed every facet of our operation and made amendments & adjustments where required in order to enhance our health & safety precautions and ensure our compliance with all recommendation

We are committed to continuously improve and elevate our standards as best practice evolves.

Please take the time to review the document below to see what changes we have made to how we operate.

## **A Message from Donnacha Hurley, General Manager Absolute Hotel**

I am excited to welcome back my colleagues & our guests to the Absolute Hotel

During these difficult times, we are working to ensure that we continue to deliver fantastic guest experiences, whilst making you all feel safe and secure. We have decided to allow greater cancellations flexibility, so you feel confident making a booking with us in advance.

Over the past few months, we have developed a comprehensive reopening plan that included best practices from our health authorities along with leading hospitality experts to develop a new way to meet & welcome you. This new normal will be very different for all of us, but we believe these additional measures are appropriate in the current environment. Just some of the initiatives that we are undertaking include:

- A number of colleagues have undergone additional specific “Covid-19 Compliance Officer” training and will constantly review our measures to ensure the highest levels of safety are maintained.
- All colleagues receive ongoing health & safety communication and training.
- All high-touch areas are treated with hospital grade disinfectant and with increased frequency.
- Hand sanitiser is available for use in hotel Guest and colleague areas.
- Physical distancing is encouraged and prompted.
- Furniture arrangements have been adjusted to provide physical distance between guests that are not together.
- Guestroom cleaning schedules have been redesigned to incorporate the best cleaning, disinfection and sterilization technologies.
- We encourage contactless transactions where possible

We are committed to creating a hospitable setting where guests can feel engaged, yet comfortably distanced and confident that our team is doing their part to help ensure the safety and wellbeing of everybody.

On behalf of our team, I want to thank you for the trust you place in us. As always, your comfort, well-being, and safety continue to be our highest priorities.

Regards,

Donnacha

### **Health & Safety**

#### *Guest Reservations & Arrival.*

As a condition of booking into the hotel guests will need to be free of COVID-19 symptoms, have not had recent close contact with anyone with a suspected or confirmed infection and have not within the last 14 days travelled from any area requiring quarantine. This requirement is posted points of entry to the property.

Guests are not required to wear facemasks though it is recommended by the HSE in situations where it is difficult to practice social distancing.

#### *Health Concerns & Medical Services*

Our employees have been trained on how to respond to all presumed cases of COVID-19 and the Duty Manager will coordinate the relevant protocols.

If a Guest advises or displays symptoms of COVID-19, the Guest will be isolated to their guestroom or our nominated isolation room while awaiting departure transportation.

Isolated Guests are prohibited from engaging with others and cannot receive visitors. Hotel staff with appropriate PPE will be able to deliver food and other supplies that the guest may require in a contactless manner. Isolated Guests will not receive any housekeeping or in-Room services and are prohibited from leaving their room until they are due to depart. Our Duty manager will facilitate medical attention as needed and the Guest departure from the hotel.

#### *Physical Distancing.*

Screens are provided at service desks providing an additional level of precaution for Guests & Employees. Guests & Employees will be reminded to maintain a social distance.

Furniture will be arranged to provide appropriate distancing. Occupancy limits will be monitored and enforced in all service areas.

#### *Sanitising Resources.*

Hand sanitising stations are be located throughout the hotel in public spaces and points of entry.

### *Signage.*

Visual reminders for health, hygiene & physical distancing practices will be displayed throughout the hotel, in both Guest & Employee areas.

### *Staffing Levels.*

Management will decide safe staffing numbers based on business levels while ensuring the highest standards of service. We are revising our operations to maximise our ability to maintain physical distancing and provide flexibility for guests who wish to minimize human interaction.

### **Employee Practices.**

#### *Hand Washing.*

Proper hygiene and frequent handwashing are vital to combat the spread of COVID-19. All Employees have been instructed to wash their hands often with soap & water for at least 20 seconds. In addition, certified hand sanitiser will be available at stations throughout employee areas.

#### *Health Screenings.*

Upon arriving for work, Employees are required to confirm that they do not have any symptoms of COVID-19 or have been in contact with anyone displaying such symptoms.

#### *PPE.*

Appropriate PPE will be worn by all employees based on their role & responsibilities, and in adherence with the HSE guidance. Training on how to use & dispose of all PPE will be provided. Every employee will be issued with cloth face coverings and wear them as directed.

#### *Physical Distancing.*

Employees will be required to practice physical distancing whenever possible. This will include in break & dining areas, shared offices, workspaces, meeting rooms, corridors & other high traffic areas. Flexible working arrangements such as staggered shifts and remote working may be used to reduce employee density.

#### *Policies.*

Safe return to work guidance will be provided to our employees and will include operational protocols, personal hygiene and physical distance requirements, property & workspace cleanliness standards, PPE, and detailed steps for responding to a presumed case of COVID-19.

#### *Shift Meetings & Timekeeping.*

Daily meetings will be conducted in areas that allow for appropriate physical distancing. Larger departments will stagger employee arrival times to minimise traffic volume in back of house corridors and changing areas. Hand sanitiser will be provided next to each clock in station.

#### *Shared Employee Space.*

The use of shared employee space will decrease as we practice physical distancing. Our canteen will be temporarily closed, and employees will be provided with alternative spaces. All office & break areas will be cleaned and disinfected daily. Office staff are required to disinfect their workstations regularly throughout their shift and thoroughly on arrival & prior to leaving.

#### *Shared Equipment.*

Shared tools & equipment will be cleaned & disinfected before, during & after each shift or anytime the equipment is transferred to a new employee. i.e. phones, keyboards, trolleys, keys.

#### *Signage.*

Visual reminders for health, hygiene & physical distancing practices will be displayed throughout the hotel, in both Guest & employee areas.

#### *Training.*

Employees will continue to train in health, hygiene & physical distancing practices to ensure that they are consistently followed. Employees will also be trained to recognise and report COVID-19 symptoms and follow medical care and isolation procedures as recommended by the HSE.

### **The Guest Experience.**

#### *Arrival.*

Luggage assistance will not be offered but available on request. Luggage trolleys will be cleaned & disinfected after each use.

#### *Check In & Front Desk.*

A maximum of two receptionists will be stationed at the front desk to ensure separation between employees and to minimize shared equipment. Perspex screens will be added to separate the receptionist and guest.

#### *Digital Transactions.*

Contactless transactions will be encouraged wherever possible during guest stay from check-in to check-out.

#### *Lifts.*

Lift buttons will be cleaned and disinfected frequently. Capacities will be limited to one family or party at a time.

*Hygiene kit.*

Hotel guests can avail of various hygiene products from the vending machines.

*Guestrooms.*

Unnecessary items will be removed from guest rooms, such as decorative pillows & throws, paper notepads and pens.

In order to minimize contact risk to Guests & Employees, Guestrooms will only be serviced every three days. Fresh towels etc. will be delivered to the guestroom on request and will be delivered to the room and placed outside the door.

**Cleaning Products & Protocols**

Prior to COVID-19, we employed best practice health, safety & hygiene measures in compliance with our regulatory bodies and mindful of our environmental responsibilities. These operational practices will continue and are enhanced by the additional cleaning & disinfection systems & technologies that we are deploying.

*Air filtration systems.*

Professional contractors have been contracted to regularly clean and replace the filters in our HVAC (Heating, ventilation & air-conditioning) systems in addition to monitoring the airflow throughout the public spaces in the building

*Cleaning Products.*

A variety of certified antimicrobial and surface disinfectants are deployed. These hospital grade cleaning agents exceed CDC requirements for use against viruses (such as COVID-19), bacteria and other airborne and bloodborne pathogens.

*Communal, Meeting & Public Spaces.*

The frequency of cleaning and disinfecting all public spaces will increase. There will be an emphasis on high traffic areas and key touch points such as check-in desks, lift landings, phones, counters, meeting rooms, restrooms, door handles, stair handrails, bins, entrances, dining surfaces & seating.

*Front Office & Guest Services.*

Perspex screens have been added to the service desks. They will be cleaned & disinfected regularly. Room keys will be sanitised and disinfected.

*Guest Rooms.*

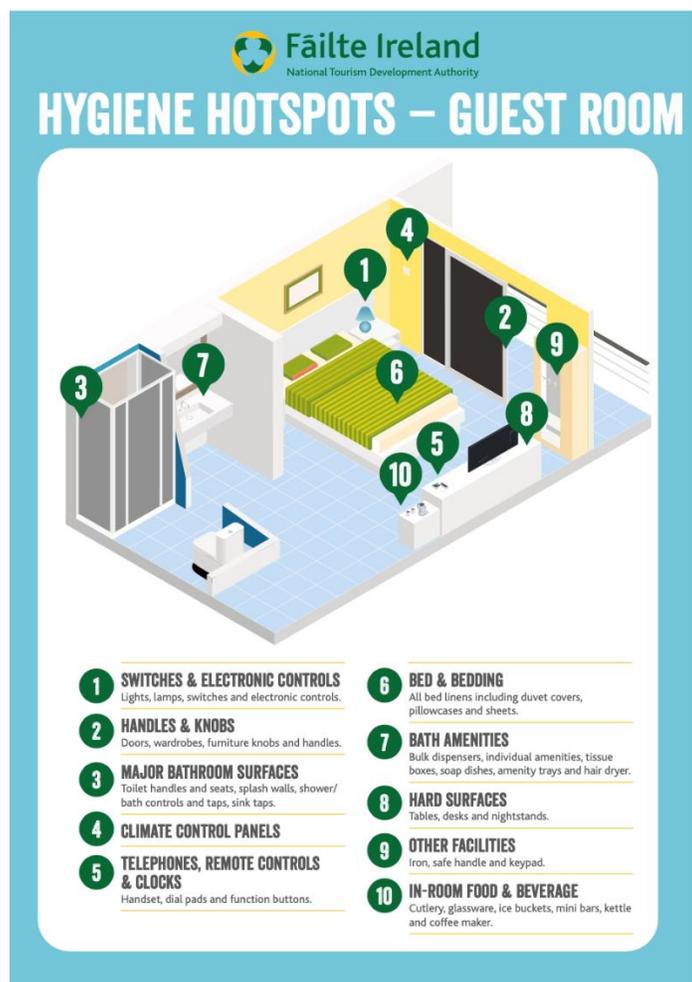
Approved cleaning products and disinfecting protocols will be used for guest rooms with particular attention paid to high touch points such as doors, furniture handles, nightstands, toilet seats, handles, telephones, thermostats, light switches, alarm clocks, luggage racks, safe keypads, carpet and flooring. The TV remote will be

cleaned, disinfected and sealed prior to guest arrival. Magazines have been removed and paper menus and other collateral will be disposed of upon every guest departure.

Enhanced and thorough cleaning protocols will be implemented in guest rooms. If possible, guest rooms will not be entered for 24 to 72 hours after check-out, at which time the room, linens and all touch points, for example, taps, door handles, light switches, thermostats, clocks and hangers will be cleaned with chemicals aimed at killing COVID-19.

### *Housekeeping.*

In order to minimize contact risk to Guests & Employees, Guestrooms will only be serviced every third day.



### *Laundry.*

Bed & Linen towels will be changed in response to guest preference. All items will continue to be washed at a high temperature and in accordance with guidelines.

### *Public Restrooms.*

All public restrooms will be cleaned and disinfected frequently. We have temporarily disabled our air hand dryers and have available disposable paper hand towels.

#### *Room Recovery Protocol.*

In the event of a presumptive case of COVID-19, the guest's room will be removed from service & quarantined. The room will remain out of service for the recommended time frame for the virus to have expired. It will then be thoroughly cleaned & disinfected in accordance with HSE/CDC guidance.

### **Hotel Operations.**

#### *Guest Packages.*

For guest packages – packages will be delivered to the room and placed outside the door. Our team will knock and wait at a physical distance to ensure the package is retrieved.

#### *Laundry & Dry Cleaning.*

Services will be available using physical distancing pick-up and delivery protocols.

#### *Gym & Fitness.*

Fitness equipment will be cleaned & disinfected throughout the day with limited capacity to accommodate physical distancing in addition to Perspex screening in place around equipment

#### *Contractors.*

Every contractor and delivery person who enters the property will be required to follow a clearly communicated protocol to ensure highest standards of hygiene can be maintained to minimise risk associate with COVID-19.

### **Food & Beverage.**

We have always operated to the highest food safety standards and have revised our protocol to reflect the additional risk posed by COVID-19.

We have suspended all traditional buffet and self-serve food options in favour of table service or pre-packaged food items.

Condiments and sugar options will be served in single use containers (either disposable or washed after each use). Straws will be available upon request and individually wrapped. Menus, bill covers' and pens will be cleaned & disinfected after each use. We will follow the HSE's guidelines for maintaining personal hygiene.

#### *Temporary Breakfast Offerings.*

While recognizing the importance of a quality breakfast, offerings have been adapted to prioritize your health and safety, including:

enhanced " Breakfast in a bag" offering will be implemented providing guests with an in-room offering.

In the restaurant, we will have an adjusted buffet offering complemented by a “served” element to minimize guest contact with food, beverages, surfaces, and cross contamination.

#### *Events.*

Each event area will have hand sanitizer stations for attendee use. All equipment, linen and meeting amenities will be cleaned, disinfected and replaced between every event.

Buffets will be discontinued. Coffee & other meeting break refreshments will be attended and served by staff. Individual bottles of water will be provided. This will be in lieu of water carafes on meeting tables and self-serve water stations. Notepads & pens will be provided.

Seating capacities and floor plans will be reviewed and customized for each event to ensure appropriate physical distancing.

#### *Food Safety.*

We will continue to work with the HSE, EHO and our consultants to enhance our guidelines for hygiene & disinfecting and our training plans.

#### *In-Room Dining.*

The menu in every guest room is single use and will be discarded upon guest departure. In-Room dining will provide no-contact delivery in disposable containers.

#### *Restaurant & Bar.*

Harrys Café/Bar/Restaurant will reduce seating capacity in compliance with government mandates. The team will manage physical distancing at restaurant entries and be stationed behind a glass screen where possible.

Hand sanitiser stations will be available at the entrance.

Menus will be single use.

### **Meeting & Events**

Seating capacities and floor plans will be reviewed and customized for each event to ensure appropriate physical distancing.

All conference room door handles, tables, chairs, light switches and other equipment will be cleaned and disinfected after each group use.

Every event area will have a dedicated hand sanitizing station for attendee use.

## APPENDIX.



### Guest Health Confirmation.

To do our part to prevent the spread of COVID-19 in our workplace & community, we are restricting access to the hotel from anyone with knowledge that they have a covid-19 infection or have recently been exposed to the virus. Please read the following carefully:

By entering the premises, you are affirming & attesting that:

- a. You do not have a COVID-19 infection and are not currently experiencing or displaying and have no for the last 14 days experienced or displayed, any of the following symptoms.
  - Fever or Chills
  - Cough,
  - Shortness of breath or breathing difficulties
  - Fatigue
  - Muscle or body aches
  - Headache
  - New loss of taste or smell
  - Sore throat
  - Congestion or runny nose
  - Nausea or vomiting
  - Diarrhea
- b. You have not in the last 14 days had any close contact with anyone who is either confirmed or suspected of being infected with COVID-19, including anyone that was experiencing or displaying any of the known symptoms of COVID-19.
- c. You have not in the last 14 days travelled from areas of substantial community spread requiring quarantine per the HSE/Irish Government.

If you or anyone you are travelling with cannot affirm and attest to any of the above, we will gladly reschedule your reservation so that you may stay or dine with us once resolved or we will cancel your reservation without penalty.

There is a risk of COVID-19 exposure in any public place where people are present. COVID-19 is highly contagious. By visiting the hotel, you voluntarily assume all risks related to COVID-19 Exposure.

Thank you for your understanding and cooperation.