



## **Londonderry Arms Hotel “Safety and Wellbeing Policy”**

We are looking forward to welcoming you back from Friday 17<sup>th</sup> July and would like to give you some further information on the precautions we are taking to look after you. We are committed to the health and safety of all our guests, team, suppliers and our local community and are strictly following government and industry guidelines. Here are some of the extra steps we are taking which will offer you assurance and peace of mind when staying with us.

### **A Safe Environment**

- ❖ Fortunately we have the space within the Hotel to ensure all our guests enjoy a safe and comfortable visit.
- ❖ Furniture has been reconfigured in all public areas to adhere to appropriate Social Distancing and to accommodate current guidelines.
- ❖ We have facilitated a one way system throughout the premises wherever possible. Entrance to the Hotel shall be through the main Hotel entrance and exit shall be through both bar doors.
- ❖ Visible signage will remain in place to remind our guests to observe social distancing and hygiene protocols.
- ❖ We provide Ecolab alcohol sanitiser at the Hotel entrance and throughout the Hotel.
- ❖ We have increased frequency of cleaning and disinfecting of all public areas and in particular regarding high Touch Points.
- ❖ We partner with Ecolab, an Industry leader in cleaning and sanitising ,using their cleaning products and procedures ( which are in line with the Centre for Disease control and Prevention) throughout the Hotel operations. Our team have undergone Ecolab training.
- ❖ Contactless payment options and Email Receipts are encouraged.
- ❖ Our staff are provided with enhanced training on our revised procedures and a strict hand hygiene protocol has been implemented for all the team.
- ❖ Where appropriate our Team will be provided with PPE.
- ❖ We will administer temperature checks for team members.

### **Arrival and Departure**

- ❖ Prior to your arrival, we will contact you with full details of your registration and dining arrangements.
- ❖ A Perspex screen has been installed at Reception.
- ❖ We provide clean and disinfected keys upon Check- in presented to you sealed. Our Check out process is simplified with a simple Key Drop at reception and Receipts are e-mailed to you.

### **Accommodation**

- ❖ Enhanced cleaning and hygiene practices have been introduced with specific extra attention being given to the cleaning of high use touch points in rooms.
- ❖ We have removed all non-essential items such as magazines and cushions.
- ❖ All linens and towels are laundered to the highest Industry standard for Safety and Infection Control. Our Laundry Company operates to government and TSA guidance using Ecolab Protex 360 process validated to kill covid 19
- ❖ In anticipation of individual guest preferences, the housekeeping team will not enter a Guest room unless specifically requested. Please inform us if you would like daily Room Service by a team member

### **Dining**

- ❖ Menus will be presented to you on paper and will have single use only.
- ❖ Seating Plans have been revised and extended over our ground floor to promote Social Distancing
- ❖ Pre-Booking is preferred to secure availability and pre-ordering of meals is encouraged so that we can prepare for your arrival.
- ❖ The presentation of your meal has been reviewed to minimise the amount of crockery brought to your table.
- ❖ Tables are sanitised after each guest visit.

### **What You Can Do To Help**

- ❖ We kindly ask that if you or a family member feel unwell; if you should experience flu like symptoms, have a temperature or cough or shortness of breath - please stay at home.
- ❖ If you visit us with children we ask that they are supervised at all times and remain seated in Dining and Communal areas.

### **Cancellation**

- ❖ Whilst we hope that your travel arrangements or Bookings will not be disrupted as a result of Covid 19 we are offering flexible cancellation or postponement terms.

### **Finally...**

We are in ever changing times and our Safety and Wellbeing Policy is under continual review and shall be updated as required. We are available at all times to discuss any queries you may have. Whilst many changes are necessary for the "new normal" what will not change is the warm welcome that awaits everyone at the Londonderry Arms Hotel.

*Denise O'Neill*