

GUIDELINES FOR RE-OPENING

Hotels and Guesthouses



Coronavirus
COVID-19
Public Health
Advice



Rialtas na hÉireann
Government of Ireland

 **Fáilte Ireland**
National Tourism Development Authority

IRISH
HOTELS
FEDERATION

Note:

This is a living document which means as Government restrictions and Public Health guidelines evolve, this document will also evolve to reflect new Government advice and changes to protocols when they emerge. All sectoral guidelines have been developed in line with the Government's Roadmap for Reopening Society and Business, Work Safely Protocol and the updated COVID-19 Resilience & Recovery 2021 – The Path Ahead, and based on the latest health guidance available from the Department of Health and the HSE. The links to latest guidelines will be included throughout the document.

The Tourism and Hospitality sectoral guidelines, aligned with the Work Safely Protocol, have been developed collaboratively to assist businesses to apply guidance to their operations. The guidelines are informed by the latest Government public health advice and related regulations.

Disclaimer

The information contained within these operational re-opening guidelines can change from time to time. It must not by itself be relied upon in determining obligations or other decisions. Users of this document must independently verify any information on which they wish to rely. It is expected that all business owners and management will have familiarised themselves with the [Work Safely Protocol](#) prior to re-opening and implemented all relevant requirements.

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Fáilte Ireland Overview Guidelines to Re-opening

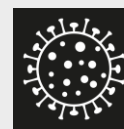
It is recommended that businesses also view the [Fáilte Ireland Overview Guidelines to Re-opening](#) in addition to this sector specific guideline document, as further information relating to COVID-19 control measures, Health & Safety measures, hygiene measures, etc. are outlined.

| Revision History: | | |
|--------------------------|---------------------|--|
| Version | Date Changes | Changes from previous version |
| 8.3 | 01/07/2021 | Minor updates to the COVID-19 Resilience & Recovery 2021 (Table on page 4) relating to the recent announcements from Government. |
| 8.2 | 04/06/2021 | Update guidelines in line with S.I. 267 of 2021 (Page 4) |
| 8.1 | 02/06/2021 | Further minor updates to the COVID-19 Resilience & Recovery 2021 (Table on page 4) & links to Work Safely Protocol. |
| 8.0 | 26/05/2021 | Update of information in line with Work Safely Protocol, Ventilation and other general guidance. |
| 7.0 | 11/05/2021 | Update of information in line with Government Health advice. |
| 6.4 | 01/03/2021 | Update to the COVID-19 Resilience & Recovery 2021 – The Path Ahead. |
| 6.3 | 25/01/2021 | Update of information in line with Government Health advice and Ventilation (Appendix 3). |
| 6.2 | 08/01/2021 | Update of Resilience and Recovery 2020-2021: Plan for Living with COVID-19 for Level 5 and Guidance on International Travel. |
| 6.1 | 04/01/2020 | Update of Resilience and Recovery 2020-2021: Plan for Living with COVID-19 for Level 5. |
| 6.0 | 22/12/2020 | Update of Resilience and Recovery 2020-2021: Plan for Living with COVID-19. |
| 5.4 | 17/12/2020 | Update in line with S.I 571 of 2020 (Face Coverings In Certain Premises And Businesses) and updates to Government Public Health and Safety advice. |
| 5.3 | 07/12/2020 | Updates to guidance in relation to Seasonal Experience per Government Public Health advice. |
| 5.2 | 02/12/2020 | Updates to Summary of Level 3 – Page 6 and Page 42. |
| 5.1 | 02/12/2020 | Updated links. |
| 5.0 | 01/12/2020 | Updates in line with Work Safely Protocol. Update of Resilience and Recovery 2020-2021: Plan for Living with COVID-19 for Level 3 and update in line with S.I. 560 of 2020. |
| 4.2 | 16/11/2020 | Update of information relating to International Travel (pg. 8) including Appendix 2 (pg. 37). |
| 4.1 | 09/11/2020 | Update of information relating to Face Coverings (HPSC). |
| 4.0 | 22/10/2020 | Update of Resilience and Recovery 2020-2021: Plan for Living with COVID-19 for Level 5. |
| 4.0 | 27/10/2020 | Update on S.I. 448 of 2020 (Page 7) Resilience and Recovery 2020-2021: Plan for Living with COVID-19 for Level 5. |
| 3.0 | 06/10/2020 | Update of Resilience and Recovery 2020-2021: Plan for Living with COVID-19 . |
| 2.8 | 25/09/2020 | Update of Resilience and Recovery 2020-2021: Plan for Living with COVID-19 – clarification on restrictions for county Donegal. |
| 2.7 | 22/09/2020 | Further clarification on Organised Indoor & Outdoor gatherings. |
| 2.6 | 18/09/2020 | Updated in line with Resilience and Recovery 2020-2021: Plan for Living with COVID-19. |
| 2.5 | 07/09/2020 | Update on Meetings and Events. |
| 2.4 | 02/09/2020 | Addition of Regulation S.I. No. 326 of 2020. |
| 2.3 | 24/08/2020 | Updated in line with Government Public Health advice. |
| 2.2 | 06/07/2020 | Updates to Appendix 1 of COVID-19: Guidance for Food Service Businesses (HPSC) V1.1. |
| 2.1 | 23/06/2020 | Additions from HPSC COVID-19: Guidance for Food Service Businesses v0.3 15.06.2020 and reordering of content. |
| 1.2 | 10/06/2020 | Section 15. |
| 1.1 | 09/06/2020 | Document published. |



| | New Public Health Measures Subject to the public health situation at the time |
|--|--|
| | From 5th July |
| Weddings | <p>From July 5th Max 50 guests at service. Max 50 guests at wedding reception.</p> <p>Up to and including July 4th - Max. 50 guests at service. Max. 25 guests at wedding reception.</p> |
| Paid Tourist Accommodation | <p>Accommodation services including hotels, B&Bs, self-catering, caravan & camping and hostels can reopen.</p> <p>Indoor restaurant and bar services must be restricted to overnight guests and residents only.</p> |
| Gyms, Pools & Leisure Facilities | <p>Open for individual training only.</p> |
| Transport | <p>Capacity restricted to 50%. Face coverings must be worn</p> |
| Domestic Travel | <p>Inter County travel permitted.</p> |
| Cafés, Restaurants & Pubs <small>(including Hotel Restaurants and Bars)</small> | <p>Outdoor service is permitted for a maximum of 6 persons aged 13 or over per table. This limit of 6 does not include accompanying children aged 12 or younger. The total combined capacity at a table cannot exceed 15 overall (max. 6 persons aged 13 and over).</p> <p>Indoor Activities such as organised events, return of service in bars and restaurants, training, group exercise, dance - Will not proceed as planned, pending the implementation of a system to verify vaccination or immunity. Government will devise an implementation plan by 19 July.</p> |
| Live Music & Performances | <p>Government public health advice states that no live / loud music or performances are permitted.</p> |
| Closing Time | <p>Food & Beverage facility must be clear of all patrons by 11:30pm.</p> |
| Nightclubs | <p>Closed.</p> |
| Attractions <small>(including Outdoor amusements/theme parks)</small> | <p>Open with protective measures (for example, a maximum capacity to allow 2m distancing, one-way traffic within the venue). Maximum numbers linked to the capacity, taking account of Public Health Advice.</p> <p>Indoor activities such as organised events will not proceed as planned.</p> |
| Activities <small>(including Outdoor amusements/theme parks)</small> | <p>Outdoor Activities Open with protective measures. Outdoor organised activities have a maximum capacity of 15 people.</p> <p>Indoor activities such as organised events will not proceed as planned.</p> |
| Outdoor Parks & Play Areas | <p>Open with protective measures.</p> |
| Meetings | <p>Non-Social Meetings, Training and Educational programmes may take place when considered essential to the business.</p> |

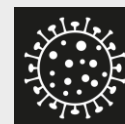
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1. Introduction: Meeting & Overcoming the COVID-19 Challenge

COVID-19 is an unprecedented challenge for the tourism sector.

Before re-opening, businesses will need to review how they work and employ new practices and procedures to ensure everyone stays safe. As a result, Fáilte Ireland, in consultation with Sectoral Bodies, has developed operational guidelines in line with the Health Service Executive (HSE), Health Protection Surveillance Centre (HPSC) and the Food Safety Authority of Ireland (FSAI)

As part of this, Fáilte Ireland has created this set of specific guidelines in consultation with the Irish Hotels Federation (IHF), to help you re-open your hotel or guesthouse. You can be reassured that these recommendations are underpinned by advice made available from the HSA, HSE, HPSC, FSAI, World Health Organisation (WHO) and other relevant bodies.

Businesses must follow the [Work Safely Protocol](#) which has been developed under the aegis of the *Safety Health and Welfare Act 2005*. Businesses are now required to review their existing advice and guidance to ensure it is in line with the protocol. The Health and Safety Authority (HSA) is the compliance body and has full powers as set out in this legislation designated in relation to the implementation of the Work Safely Protocol. Non-compliance can result in the closure of a business.

Businesses must keep a record of the time and date of arrival at the premises of a group/sole customer and the name and telephone number of the lead person in a group/sole customer for COVID-19 contact tracing.

The guidelines were developed based on the following considerations:

- **Restructuring operations**
Tourism businesses of all types need to adapt their operations, review employee practices and consider the design of their business to provide a safe environment for guests and employees and ensure physical distancing and the prevention of the spread of COVID-19. Further information on reviewing employee practices can be found in the [Work Safely Protocol](#) e.g. consider any new additional measures for employees who are deemed high risk.
- **Putting dedicated resources in place**
Tourism businesses must ensure that they have dedicated personnel to implement and operate a robust system that prevents the spread of COVID-19. Equally importantly, businesses need to put processes in place that can deal with individual and multiple cases of the disease that may occur.
- **Adapting and enhancing hygiene practices**
Tourism businesses must adapt and implement enhanced procedures in HACCP, general cleaning, storage and cleaning of equipment. In particular, they must introduce and implement touchless solutions where possible. References to HACCP in this guidance are for the purposes of food safety and not the prevention of COVID-19.
- **Ventilation**
The proven importance of ensuring adequate fresh outside air circulation should be factored into operational practices. Consider a ventilation assessment of the business and the use of CO₂ monitors as per the [Work Safely Protocol](#). Further information regarding air conditioning and ventilation can be found in Section 5.D of the [Work Safely Protocol](#) as well as [Appendix 2](#).

The spread of the virus is most likely when infected people are in close contact so the risk of getting COVID-19 is higher in crowded and poorly ventilated spaces where infected people spend long periods of time together in close proximity. It is important to maximise ventilation in areas where people are in close contact. While large droplets containing the virus will settle onto the surrounding surfaces within seconds, smaller particles containing the virus can stay suspended for longer periods of time. Dilution of indoor air by opening windows and doors or using mechanical ventilation (HVAC) systems can lower the airborne concentration and remove these smaller particles from the air.
- **Focusing on best practice in food and beverage service**
Tourism businesses must follow HACCP, best practice in service, and physical distancing requirements to promote the health of employees and customers.

- **Food and beverage service businesses as ‘controlled’ environments**
Public and private venues or workplaces are considered controlled environments. Uncontrolled environments are settings where people have open access to the premises and generally don’t know each other and are unlikely to be in close contact with each other for an extended period of time. Examples include supermarkets, retail stores, shopping malls and takeaway-only food outlets.

Additional details on controlled and uncontrolled environments can be found in [Appendix 1](#).

- **Food Preparation Area**
Current legislation states that a “food preparation area” means an indoor part of such premises which is structurally adapted and used for the purpose of preparing food for consumption by members of the public on or off the premises concerned and, for the avoidance of doubt, does not include a tent, caravan, vehicle, storage container or other temporary structure.

If your business serves food, you are required to have a designated food preparation area as outlined above.

- **Food safety and COVID-19 safety**
There are no reports of transmission of COVID-19 via food. The main mode of transmission is from person to person. Food business operators must continue to apply their food safety management systems, based on the principles of HACCP.

The requirement in legislation is to have a Food Safety Management System in place based on the principles of HACCP. ISO 340:2007 is one of the available approaches to achieve this. A Health and Safety statement was already required, and is still a requirement. The COVID-19 Response plan is also a requirement of the Work Safely Protocol.

In addition, food and beverage business operators will be required to introduce a COVID-19 safety management system which will include enhanced hygiene, cleaning and disinfection, staff training and health checks, as well as physical distancing. This is to protect against the transmission of the virus to or between staff, customers and other people who enter their premises. Any COVID-19 precautions must not compromise food safety.

For advice and information on food safety during COVID-19 and for food businesses re-opening, the Food Safety Authority of Ireland (FSAI) website is a useful resource which is regularly updated. Please see [HERE](#) for more information.

- **Guidance on International Travel**
A range of new measures and requirements, including mandatory quarantine for travel from certain countries, for those travelling to Ireland is available [HERE](#). It is important for employers to keep up to-date on travel restrictions and requirements into the country as these may be subject to change on a regular basis.

Current Government advice is available [HERE](#).

2. Business Response/Action Plan

Creating an Action Plan will help to clarify what is required to overcome the threat of COVID-19 and give your employees and guests confidence that they are safe.

In developing an Action Plan, the first step the management team of a hotel or guesthouse must take is to familiarise themselves with the latest guidelines from the following sources:

- Health Services Executive (HSE)
- Health and Safety Authority (HSA)
- Health Protection Surveillance Centre (HPSC)
- Irish Government Departments
- Food Safety Authority of Ireland (FSAI)
- World Health Organisation (WHO).

Information from these sources will help to shape your plan of action. You must also:

- **Complete a risk assessment** to identify what operational changes you need to make in your business, this should include an occupational health and safety risk as well as considering a ventilation assessment. Further information can be found [HERE](#) for risk assessments and [Appendix 2](#) for Ventilation.
- **Review of all standard operating procedures (SOPs)** to define and note what you are changing.
- **Create a communication plan** to inform employees and visitors of what you are changing, what you need them to do and how you expect everyone to act and behave.
- **Visit the HSA website** for templates, checklists and advice on returning to work safely protocols. Please see [HERE](#) for more information.

A number of activities will require review e.g. workflows, operations, etc. For advice on re-opening, visit the FSAI website. Please see [HERE](#) for more information.

The plan must reassure employees and guests that safeguarding their health and safety is of the utmost importance. It must also ensure that your operations continue to run in an efficient and safe manner.

You must review the action plan regularly and amend it as new regulations, guidelines and procedures come into place. Experience and feedback will inform how appropriate and effective the action plan is.

For further information on the development of your Action Plan, see [HERE](#).

Monitoring & Supporting

A COVID-19 Response Team/Lead Worker Representative (LWR) must be appointed to ensure new procedures are adhered to. Adherence to this protocol will only be achieved if employers and workers have a shared responsibility to implement the measures contained in this protocol in their place of work.

A collaborative approach to the implementation of the protocol is essential to achieve success and maximum buy in.

Each workplace should appoint at least one lead worker representative charged with ensuring that COVID-19 measures are strictly adhered to in their workplace. The person(s) undertaking the role must receive the necessary training and have a structured framework to follow within the organisation to be effective in preventing the spread of the virus. Further information and a short online course on the role of [Lead Worker Representative](#) can be found on the HSA website.

Employers should have regular and meaningful engagement with their worker representative, workers and/or their recognised Trade Union or other representative (including health and safety committee where it exists) about the measures being put in place to address the occupational exposure to COVID-19 in the workplace. Employers should provide a COVID-19 induction training for all workers on their return.

The number of worker representatives for COVID-19 appointed should, ideally, be proportionate to the number of workers in the workplace and this person(s) should be clearly identifiable in the workplace. Employers and worker representatives will work together to ensure that all the actions in this protocol are fully adhered to in order to ensure the suppression of COVID-19 in the workplace.

Section 3 of the [Work Safely Protocol](#) sets out the steps for employers and workers to reduce the risk of exposure to COVID-19.

These provisions include:

- Consulting with the workplace representatives in the development of a COVID-19 response plan.
- Developing/Amending policies and procedures for prompt identification and isolation of workers who may have symptoms of COVID-19.
- Developing, consulting, communicating and implementing workplace changes or policies. Specific reference is made to agreeing with workers, any temporary restructuring of work patterns that may be required to implement the COVID-19 prevention measures in the workplace. There is also provision for the lead worker representative to be involved in communicating the health advice around COVID-19 in the workplace.
- The HSA has introduced interim guidance to assist employers and workers to manage a return to work following COVID-19 testing or infection. The Fitness for Work interim guidance and related checklists are available [here](#).

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

Policies & Processes

Property owners and management need to review all business policies and standard operating procedures across each department to reflect operational changes. In particular, this means:

- Defining and documenting a clear plan of action in the event of a suspected case of COVID-19 among guests and/or employees.
- Develop a policy and process in line with the Work Safely Protocol to prepare your business for management of a case or cases (outbreak) of COVID-19 in the workplace. [Ref. section 9 of the Work Safely Protocol.](#)

An outbreak of COVID-19 is when two or more cases of the disease are linked by time, place or person. The management of an outbreak is managed by the local Departments of Public Health to enable the outbreak to be brought under control as quickly as possible. It also requires close engagement and cooperation between the employer, the LWR, the staff, representatives and in particular with the worker(s) affected. Outbreaks in a single workplace, which are not managed and brought under control quickly, can rapidly spread to other workplaces and/or the wider community. Continuous and effective communication between all parties is essential. Refer to HPSC guidance on management of outbreaks [HERE](#).

- Defining and documenting the correct and appropriate use of Personal Protective Equipment (PPE) where required. This must be in line with the Government's Public Health advice.
- Developing and updating current policy for the care of employee uniforms to ensure they are appropriately maintained.
- Reviewing and updating cancellation and refund policies in line with the business requirements.
- Developing and updating policy relating to the standards of behaviour expected from employees and customers to prevent the spread of COVID-19. Strict management controls must be in place to ensure compliance with Public Health advice at all times.
- If adopting the use of Rapid Antigen Diagnostic Tests (RADT) in the workplace, amend the COVID-19 Business Response / Action plan to take account of the agreed testing policy and approach taken and communicate to all employees. For more information see [section D13 of the Work Safely Protocol](#)

Communication

You must share the plan with all employees, as well as changes to other policies, e.g. sick leave policies, prior to them returning to work. If it's updated at any time, you must make sure everyone knows what has changed.

Giving guidelines to employees on how they communicate the Action Plan to guests ensuring everyone gives the same message and there is no inconsistency.

Make sure an up-to-date list of the contact information of all employees, including emergency telephone numbers, is always readily available across all departments.

Regularly review all COVID-19 related signage and notices throughout the premises to ensure they display the latest Public Health advice from Government. Signs must be placed in prominent and relevant positions, be legible and, where appropriate, be offered in [multiple languages](#).

Downloading and using the [HSE COVID-19 tracker app](#) is also an important measure that can be adopted. Employers should provide advice on the tracker and encourage workers to download. Workers should download as it can be used for contact tracing purposes in and out of the workplace.

Training

Property owners and/or management must inform all employees of the measures being adopted to manage the threat of COVID-19. Use the most appropriate training channels to do this and ensure that employees stay at home and seek medical attention if they have key symptoms such as a high temperature, coughing or shortness of breath.

There is an obligation on employers to ensure that employees are aware that they must not attend work if they have symptoms. This is essential to ensure that the virus does not spread.

You must organise information briefings that cover all the basic protective measures against COVID-19 and the signs and symptoms of the disease. In particular, make sure you cover:

- Hand and respiratory hygiene and physical distancing measures
- Correct use of PPE
- Cleaning & disinfecting regimes
- Employee health and what to do if feeling unwell
- Unwell guest/dealing with suspected cases/ liaising with authorities.

If training is needed for specific procedures or if your property has specific requirements, it must be included in the training programme.

First Aid Responders may require further training in light of COVID-19.

For a more comprehensive list of symptoms of COVID-19, please click [HERE](#). If you do not have symptoms, you can get a free COVID-19 (coronavirus) test at a [COVID-19 walk-in test centre](#).

Cleaning & Frequency

In general, cleaning must be carried out at least twice a day. Ensure contact/touch surfaces such as table tops, work equipment, door handles and handrails are visibly clean at all times and are cleaned and disinfected at least twice daily.

Implement modified cleaning intervals for rooms and work areas. This applies especially for washroom facilities and communal spaces. Cleaning must be performed at least twice per day and all areas must be visibly clean at all times.

Cleaning of work areas must be conducted at regular intervals. Further information on cleaning in non-healthcare settings is available from the ECDC [HERE](#) or from the Government [HERE](#).

Ventilation / Air Conditioning

Where possible, windows and doors should be opened to allow for a flow of air throughout the property. When bedrooms are being cleaned, windows and/or doors where appropriate, should be opened. Care needs to be taken at all times to ensure security and safety measures.

The spread of the virus is most likely when infected people are in close contact so the risk of getting COVID-19 is higher in crowded and poorly ventilated spaces where infected people spend long periods of time together in close proximity. It is important to maximise ventilation in areas where people are in close contact. While large droplets containing the virus will settle onto the surrounding surfaces within seconds, smaller particles containing the virus can stay suspended for longer periods of time. Dilution of indoor air by opening windows and doors or using mechanical ventilation (HVAC) systems can lower the airborne concentration and remove these smaller particles from the air.

Further information regarding air conditioning and ventilation can be found in Section 5.d of the [Work Safely Protocol](#) as well as [Appendix 2](#).

Staffing Resources

Property owners/management should review rotas in line with the Work Safely Protocol, subsection 3 which provides that full consultation on these matters is required to ensure sufficient employees are available to maintain physical distancing while completing the tasks to the required standards. Further details can be found [HERE](#).

Employee scheduling must ensure more time is allocated for cleaning and encourage employees to work alone if possible.

To achieve this, you should:

- Consider flexible shifts where appropriate.
- Schedule small teams.
- Keep the same team combinations, where possible, to limit employee interaction. This will assist should contact tracing be required.

You will also need to plan for the impact of employee absences; this may involve reallocating employees from non-essential tasks. Where appropriate, cross-training employees will help maintain staffing levels within your property. Employees who have not had close contact with a confirmed case should continue taking the usual precautions and attend work as usual.

Further information on [close contacts, casual contacts and testing](#) is available from the HSE website.

As far as reasonably possible, a distance of 2 metres* and a minimum of 1 metre* should be maintained between employees. Where 2 metres* is not possible all other measures to protect employees should be in place. You must apply the Work Safely Protocol.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

3. Employee & Guest Health

The health and safety of employees and guests is the number one priority for the owners and management of the property. The following steps will help ensure everyone remains fit and well:

Face Coverings / Masks

Following the HPSC Evidence Summary on the “Efficacy of visors compared with masks in the prevention of transmission of COVID-19 in non-healthcare settings”, Tourism and Hospitality businesses should consider the following recommendations:

- In public settings, expert opinion and international guidance generally favours cloth face coverings over visors or shields.
- There is a rationale and laboratory evidence favouring cloth face coverings over visors where the wearer is at a higher level (standing) than those potentially exposed at a lower level (sitting). This is extremely important for food and beverage service businesses.
- Visors reduce exposure to a certain extent when compared to no face covering and may be considered an alternative in certain circumstances where an individual is unable to wear a face covering/mask. Click [HERE](#) for more information.
- If visors are used, they should cover the entire face (above the eyes to below the chin and wrap around from ear to ear) and be correctly applied.
- Further information on the handling and care of visors can be found [HERE](#)

Wearing a face covering/mask helps to prevent the spread of COVID-19. It is strongly recommended to wear a face covering/mask in situations where physical distancing is difficult. Face masks are always **in addition** to, and never a substitute for, other Public Health measures including physical distancing, [hand hygiene](#) and practising appropriate respiratory etiquette.

Under [current legislation](#), management and employees in customer facing roles, who engage in or carry out work relating to the preparation of, or service of, food or beverages for consumption on the premises must wear a face covering. Management must ensure that employees comply with this regulation.

There are cases where people may be unable to wear a face covering and this is deemed as a reasonable excuse. For details on what constitutes a reasonable excuse see [HERE](#). Businesses must ensure that they are familiar with the various reasons why an employee or customer may not be required to wear a face covering/mask, further details can be found [HERE](#).

The [Work Safely Protocol](#) states that face coverings/masks are recommended in public areas in buildings, including receptions/foyers and also when moving throughout buildings.

Government Public Health advice states that face covering/masks must be worn by customers when arriving to and leaving their table when in the restaurant and bar. Please see [HERE](#).

As part of your business risk assessment, you should determine the requirement for face coverings/masks in all individual business activities. The [Work Safely Protocol](#) states that in settings where 2 metre employee separation cannot be ensured then face coverings/masks should be made available to employees in line with Public Health advice.

Ensure that guests are clearly informed of your own business policy and government regulations regarding face coverings/masks in advance of arrival. Employers and employees must keep up to date with the latest Public Health advice issued regarding face coverings/masks.

A face covering should cover your nose and mouth, go under your chin, fit snugly against the side of the face with no visible gaps and be secured with ties or ear loops. For more information on the safe use, storage and disposal of face coverings/masks, please click [HERE](#).

Physical Distancing

Physical distancing guidelines (in line with the Government’s Public Health advice) must be incorporated into the Action Plan for each department within a property. Specific areas must also comply with mandatory capacity limits.

In a [controlled environment](#), such as hotel bars and hotel restaurants physical distancing of at least 2 metres* is required in an indoor setting, unless the requirements outlined in [Appendix 1](#) have been met, in which case a minimum of 1 metre* is sufficient.

In an outdoor setting, physical distancing of a minimum of 1 metre is required between the outer edges of the party (back of chair to back of chair), as long as the business adheres to the protective measures.

Careful consideration needs to be given when using communal areas, while queuing, using elevators, stairs or moving around the property. Ensure there are systems in place to prevent intermingling in communal areas (e.g. entrances, exits and toilet facilities). See [Appendix 1](#).

Dining tables, seating and couches in public areas and other physical layouts must be rearranged to ensure appropriate distancing.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

Employee Physical Distancing

Where possible, on arrival and departure from work, employees should be able to enter and exit through separate doors.

As far as reasonably possible, a distance of 2 metres* and a minimum of 1 metre* should be maintained between employees. Where 2 metres* is not possible all other measures to protect employees should be in place. Where the food services environment makes it difficult to physically distance, employers need to consider what measures to put in place to protect employees.

Minimise any direct employee contact and provide hand washing facilities, and other hand hygiene aids such as hand sanitisers, wipes, etc. Ensure these are readily accessible so employees can perform [hand hygiene](#) as soon as a task is complete.

Make face coverings/masks available to employees in line with Public Health advice. You should note that wearing face coverings/masks is not a substitute for the other measures outlined above.

Measures to Control Noise Levels

According to the WHO, transmission of COVID-19 can occur through direct, indirect, or close contact with infected people through infected secretions such as saliva and respiratory secretions or droplets, which are expelled when an infected person coughs, sneezes, talks, etc.

In adherence with WHO evidence, recent Public Health advice states that there must be a restriction on noise levels within the premises to prevent transmission of COVID-19.

High noise levels within a premises can impact conversation negatively and encourage customers to raise their voice to communicate thus encouraging possible transmission of the virus.

Straining to hear others due to high volumes can cause people to move closer to each other and not adhere to social distancing. To avoid this, businesses must put in place a plan and take appropriate measures to control noise levels, to ensure volumes do not rise to a level where people are required to take such measures to hear others.

Signage relating to these COVID-19 preventative measures must be displayed in visible locations to inform customers.

Intervention will be required by management in a situation where customers do not follow this advice. Hotel owners and management should be aware that permitting increased noise levels within their premises is an unnecessary risk as it forces customers into close proximity and encourages raised voices. Hotel owners and management are responsible for keeping noise at an appropriate level to help prevent the spread of COVID-19.

Providing Hand Sanitisers

Hand sanitisers (including touchless dispensers where possible) must be readily available and accessible to all, at

each access point. Hand sanitisers for use against COVID-19 may be alcohol or non-alcohol based.

When choosing a hand sanitiser, it is important to ensure that it is effective against COVID-19. Further information on hand sanitisers is available in the Work Safely Protocol, found [HERE](#).

Property Signage

You must display appropriate COVID-19 signage relating to hand and respiratory hygiene and physical distancing measures throughout your property. Where feasible, television screens and monitors can communicate these messages in reception and common areas.

Employee & Guest Health Concerns

When they return to work, employees must be trained on what to do if they or a guest becomes unwell. All employers and employees must follow the [Work Safely Protocol](#).

When dealing with a suspected or confirmed case of COVID-19 among employees, following the Work Safely Protocol.

If management is alerted to a suspected case of COVID-19 on the property, a clinician from a local medical centre should be contacted. The clinician will advise on the next steps. Further information is available on the HSE website and also on page 5 of the [Work Safely Protocol](#).

Please see [HERE](#) for more information.

Note: Your reception desk needs to have the telephone numbers of the health authorities, medical centres plus public and private hospitals readily available in case a guest or employee falls ill. For a full list of Dept of Public Health contact details, please see [HERE](#).

Employers must ensure all employees submit their pre-return to work form before they return to work. For further details relating to what information should be obtained, please refer to Section 3.D4 of the [Work Safely Protocol](#).

Advice is available to business owners and employees on how to support your wellbeing during the COVID-19 crisis. Wellbeing supports can be viewed on the Fáilte Ireland COVID-19 Support Hub [HERE](#).

Isolation Area

Identify an area/room on the premises where any guest or employee showing possible COVID-19 symptoms can be isolated from other people. From there, the individual can travel home to seek medical attention elsewhere. It is essential to clean and disinfect this isolation area thoroughly after it has been used.

In the event of a suspected case of COVID-19 among resident(s), the guest room must be removed from service until cleaned and disinfected.

Further information is available in the Overall Guidelines for Re-opening of All Sectors, found [HERE](#).

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

4. Employee Responsibilities

For the purpose of this document, employees refers to food workers and non-food workers. Food workers include food handlers, kitchen staff, waiting staff and people who directly touch open food as part of their work. It also includes employees who may touch food contact surfaces or other surfaces in rooms where open food is handled. The term can therefore also apply to managers, cleaners, maintenance contractors, delivery workers, etc.

The effective delivery of the Action Plan depends on how employees and management act. Paying attention to the following issues is especially important:

Hand Hygiene

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of COVID-19. Food and beverage businesses need to ensure that adequate sanitary facilities are provided and that employees thoroughly and frequently wash their hands.

All employees must wash their hands frequently and as required, for a minimum of 20 seconds or use sanitiser regularly if hands are visibly clean.

Hands must be washed as often as necessary, but always in the following circumstances:

- After coughing and sneezing or blowing nose,
- Before and after preparing food,
- Before and after eating,
- Before and after handing their face covering,
- If in contact with someone who is displaying COVID-19 symptoms,
- Before and after being on public transport,
- Before and after being in a crowd,
- When arriving and leaving the workplace/other sites,
- After drinking or smoking
- After handling waste,
- After cleaning duties including sweeping/mopping etc.
- After using the toilet,
- After handling money and
- When hands are dirty. If visibly dirty, wash hands with soap and water.

This list is not exhaustive where a more comprehensive list is available from the [Work Safely Protocol](#).

Please see [HERE](#) for more information from the FSAI.

For additional COVID-19 hand hygiene measures, hands must be washed before putting on or after removing PPE.

Please see [HERE](#) for more information from the HSE.

COVID-19 Training

All employees need to receive training on COVID-19 safety, cleaning and disinfection protocols. More comprehensive training must be given to teams in frequent guest contact; these include the Reception Team, Food & Beverage, Maintenance & Operations and Property Security.

Personal Protective Equipment (PPE)

Personal protective equipment (PPE), can be effective in reducing the spread of viruses and disease within the food industry, but only if used properly. If required by their roles, appropriate PPE must be worn by employees. Each section of a property must be assessed to decide what is needed. Further information can be found in Section D11 of the [Work Safely Protocol](#).

As part of the business risk assessment, consideration needs to be given to the level of PPE required for various tasks e.g. power hosing which can cause an aerosol effect.

Handwashing is a greater protective barrier to infection than wearing disposable gloves. Correct hand hygiene is extremely important, whether using gloves or not. However the following must be applied when using disposable gloves:

- Gloves may be used by food workers for food handling, according to usual food safety guidance, but they must ensure that the gloves are changed frequently and that hands are washed before putting gloves on, between glove changes and when gloves are removed.
- Gloves must be changed after carrying out non-food related activities such as opening/closing doors by hand, emptying bins, handling money, etc.
- Food workers should be aware that wearing gloves can allow bacteria to build up on the surface of the hands, so hand hygiene is extremely important when gloves are removed to avoid subsequent contamination of food.
- It is acceptable to prepare and handle food with bare hands provided proper hand washing procedures are in place. Hand sanitisers can be used as an additional measure but should not replace handwashing.

Further information on PPE is available [HERE](#).

In the context of COVID-19 risk, employers should check the [HPSC website](#) regularly for updates regarding use of recommended PPE.

Employee Welfare Facilities & Timekeeping

On their return to work, employers and employees must follow the Work Safely Protocol. Employers must ensure all employees submit their pre-return to work form before they return for work. Further details relating to what information should be obtained is available [HERE](#) for more information.

It's also essential to display prominent signage relating to hand and respiratory hygiene as well as physical distancing Back of House.

Employee welfare facilities (such as employee areas and locker rooms) need to be re-organised to suit physical distancing measures and be frequently cleaned and disinfected. Staggered start times and break times can also be very helpful, also a review the use of clocking-in machines.

Staff meetings should be held online if possible. If physical meetings need to take place, physical distancing measures must be taken.

Reception Area

The reception area must always have a medical kit available that includes:

- Germicidal disinfectant/wipes for surface cleaning tissues.
- Face/eye masks. Note that disposable face masks can only be used once.
- Gloves (disposable).
- Protective apron (disposable).
- Biohazard disposable waste bag.



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5. Physical Distancing

Physical distancing is very important to help slow the spread of COVID-19. This is achieved by minimising contact between potentially infected individuals and healthy individuals. In a [controlled environment](#), such as hotel bars and hotel restaurants physical distancing of at least 2 metres* is required between tables in an indoor setting, unless the requirements outlined in [Appendix 1](#) have been met, in which case a minimum of 1 metre* is sufficient.

The property owner or management needs to meet Public Health advice on maintaining current physical distancing guidance between people at all times.

Capacity Management

The capacity of your business must be reviewed prior to re-opening and at all times when your business is operational. Overall capacity will depend on the size of the floor space within the premises where customers will be seated.

Seating layout and table plans need to be reviewed to ensure the recommended physical distancing and other protective measures can be strictly adhered to.

The employee and guest flow of the business must be carefully managed, particularly at entrances, exits and other areas where customers might potentially congregate but are not permitted to do so.

Following updated Government Public Health measures, businesses must ensure that they [implement the required measures subject to the current Public Health advice](#) in relation to capacity management. Physical distancing measures required throughout your business are outlined below.

Queuing

Any area where guests or employees queue must be clearly marked for the recommended physical distancing. This includes pick-up, drop-off areas, check-in, check-out, reception, elevator lobbies, public areas, dining areas, tills and Back of House.

Use floor markings inside the premises to facilitate compliance with the physical distancing advice of 2 metres*, particularly in the most crowded areas. Use vertical signage to direct customers to facilitate movement within the premises while maintaining 2 metre* distance.

Front Desk & Concierge

As far as reasonably possible, a distance of 2 metres* and a minimum of 1 metre* should be maintained between employees. Where 2 metres* is not possible all other measures to protect employees should be in place.

Physical barriers such as sneeze guards/plexiglass and partitions can be useful, particularly in areas where it is difficult for individuals to remain apart. These physical barriers need to be regularly cleaned and disinfected. These screens do not need to be floor to ceiling but should be of an adequate height (e.g. cover a person in a standing position) and width to block the pathway from the nose and mouth to the face and workspace of the other persons. Screens may be fixed or mobile depending on requirements including emergency access. Ref: Section D3 of [Work Safely Protocol](#).

Employees should have a self-sufficient workstation where possible, with an individual computer, telephone and all ancillary equipment.

Hotel Restaurant & Bars

Physical distancing of 2 metres* should be maintained between tables in an indoor setting. However, if this is not possible, this can be reduced to 1 metre* in controlled environments if the other risk mitigation requirements outlined in [Appendix 1](#) have been met.

If all risk mitigation requirements have been met, and physical distancing is reduced to 1 metre*, pre-booked time limited slots must be in place for customers, which are a maximum of 105 minutes duration plus 15 minutes to allow for adequate cleaning.

Pre-booking and time limited slots of 105 minutes duration are not a requirement if physical distancing of 2 metres* is strictly maintained.

In an outdoor setting, physical distancing of a minimum of 1 metre is required between the outer edges of the party (back of chair to back of chair), as long as the business adheres to the protective measures.

Following updated Government Public Health measures, businesses must ensure that they [implement the required measures subject to the current Public Health advice](#), in relation to maximum capacity at a table. These measures are applicable to pre-bookings and walk-in customers.

Businesses must ensure that they [implement the required measures subject to the current Public Health advice](#), in relation to formal or informal events within their premises

Seating capacities to be reduced in hotel restaurant and bar areas to meet the current physical distancing guidance outlined by HPSC between each seated group of customers.

Self-Service Carvery or Buffet

This style of service must only be provided where physical distancing and other Public Health advice can be followed.

Physical distancing guidance must be followed while queuing. See Queuing section above to ensure appropriate risk mitigation measures are in place. Customer access to carvery/buffet/open food display should be staggered and a one-way system introduced.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

Smoking Areas

In these areas, the capacity must be in line with Government Public Health recommendations at any one time, while ensuring that the recommended physical distancing measures are adhered to.

Back of House

Physical distancing protocols that follow the Governments Public Health advice must be observed in the shared office spaces, employee locker rooms, store rooms, delivery areas, stock rooms, IT areas, bar support areas such as cold/keg rooms, kitchens and other areas where employees gather and work.

As far as reasonably possible, a distance of 2 metres* and a minimum of 1 metre* should be maintained between employees. Where 2 metres* is not possible all other measures to protect employees should be in place.

Where the food service environment makes it difficult to physically distance, employers need to consider what measures to put in place to protect employees.

Examples of practical measures to adhere to physical distancing guidance in the food services environment are to:

- Stagger workstations on either side of service area so that food workers are not facing one another

- Provide PPE if required, such as face masks, disposable gloves and clean aprons/uniforms. The use of PPE would be routine in high-risk areas of food premises that produce ready-to eat and cooked foods. When staff are dressed in PPE it is possible to reduce distance between workers
- Limit the number of employees in a food preparation area at anyone time
- Organise employees into working groups or teams to facilitate reduced interaction between groups.

Physical barriers such as sneeze guards/plexiglass and partitions can be useful, particularly in areas where it is difficult for individuals to remain apart, for example in kitchens and at cash registers, host stands or food pickup areas. These physical barriers need to be regularly cleaned and disinfected.

Timekeeping Facilities

If queuing takes place at the machine, have clear floor markings that illustrate the recommended physical distancing between employees. See [Queuing](#) section above to ensure appropriate risk mitigation measures are in place. If you use clocking-in machines, a strenuous cleaning and disinfection regime must be put in place. In effect this means cleaning and disinfecting the machine regularly.

6. Cleaning Products & Protocols

Cleaning products and protocols need to be suitable and manufacturer approved for use against viruses, bacteria and similar risks.

It's important to follow manufacturer instructions with regard to dilution, application and duration of use. Management must review cleaning procedures within all departments and update these if any cleaning products are changed.

It's also important to work with suppliers, vendors and distribution partners to ensure an uninterrupted supply of cleaning supplies.

Further information is available in the Overall Guidelines for Re-opening of All Sectors, found [HERE](#).

Public Spaces & Communal Areas

Cleaning and disinfecting must take place in all public spaces regularly during the day and more frequently during busy periods. Particular attention must be paid to frequently touched surfaces such as reception desks and counters, door handles, room keys and locks, ATMs, stair handrails and seating areas.

Guest Accommodation

Cleaning and disinfection protocols must be followed when cleaning guest accommodation. Particular attention must be paid to frequently touched items including light switches, temperature control panels, door and furniture handles, television remote controls, toilet seats and handles, taps, telephones, kitchen appliances and flooring.

Laundry Facilities

All linen must be washed at a high temperature and in accordance with HSE guidelines. Dirty linen must be bagged immediately to eliminate excess contact while it's transported to the property's laundry facility. For more information on managing laundry, see [HERE](#)

Cleaning and disinfection must happen at least twice per day and whenever the laundry facilities are visibly dirty, with an emphasis on frequently touched surfaces (e.g. washing machines, dryers, etc.). While doing this, employees must wear appropriate protective garments such as disposable gloves and aprons.

**Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.*

Back of House & Employee Areas

Back of House areas must also be cleaned and disinfected at least twice per day and whenever facilities are visibly dirty. Particular attention must be paid to employee areas including the canteen, employee entrances, employee bathrooms, uniform control rooms, loading areas, offices, kitchens and employee relations service desks.

Equipment Shared by Employees

Appropriately clean and disinfect shared equipment and tools after each shift or any time the equipment is transferred to another employee.

This includes items such as phones, computers and other communication devices, keys, payment terminals, kitchen implements, tools, safety buttons, cleaning equipment, time clocks and all other direct contact items used.

Shared food and beverage equipment in Back of House areas (e.g. kettle, microwave, etc.) needs to be cleaned and disinfected after each use.

Room Recovery Protocol

In the event of a suspected case of COVID-19, the guest's room must be removed from service until cleaned and disinfected.

Control of Waterborne Hazards

It is critical that hotels and guesthouses review guidance on 'Control of Legionella Bacteria During and After the COVID-19 Pandemic' and review their own systems in line with this.

This guidance highlights the requirement to continue managing Legionella control to avoid the potential for Legionnaires' disease.

The following is a non-exhaustive list relevant to the tourism sector of potential sources of aerosols which may contain Legionella bacteria: wet cooling systems (for example, cooling towers and evaporative condensers); spa pools; showers, taps and toilets; machine cooling systems; spray booth water curtains; humidifiers in food cabinets; ornamental fountains and water features; dust suppression systems; horticultural misting systems, lawn sprinklers; clinical humidifiers; sprinklers and hose reels; and power hoses.

Legionnaires' disease can be fatal and hospitalisation is generally required to treat symptoms. With the health service currently dealing with a Public Health emergency, it is vital that employers take appropriate action to maintain and operate their water systems especially wet cooling systems, so far as reasonably practicable.

Please see [HERE](#) for more information.

For further advice please see [HERE](#).



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7. Technical & Maintenance Services

Water Disinfection

Maintain the concentration of disinfectant in water for consumption and in pools within the limits recommended according to international norms and standards. Preferably this should be at the upper limits of the range.

Dishwashing & Laundry Equipment

Dishwashing and laundry equipment must be checked to ensure it is operating properly. You must pay particular attention to operating temperatures, as well as using correct dosage of cleaning and disinfecting chemicals.

Dispensers

Soap and hand sanitiser dispensers, disposable tissue dispensers, and other similar devices must be regularly checked. Defective units must be rapidly repaired or replaced and, where possible, be operated touchless.

The Action Plan should include installing units to dispense hand sanitiser as required throughout the premises, paying particular attention to public areas, employee areas and locker rooms etc. Please ensure that these are readily available and accessible to all, at each access point.

Additional Recommendations

It is the responsibility of each individual hotel and guesthouse to provide sufficient facilities throughout the premises and ensure these facilities are appropriately maintained to minimise the risk of infection.



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8. Suppliers of Goods & Services

The hotel or guesthouse must contact all its suppliers to ensure that they have put all necessary protocols in place to prevent the spread of COVID-19.

Note: Fresh food deliveries must be treated separately to other deliveries. HACCP only refers to food deliveries.

Deliveries

- An employee must meet each supplier who is delivering to the property.
- All delivery personnel must follow the Government's Public Health advice on physical distancing when picking up deliveries and passing deliveries to guests:
 - Wear suitable, clean and protective clothing where necessary.
 - Maintain a high degree of personal cleanliness.
 - Wash hands before and after each delivery transaction. The use of gloves is not recommended as this can give a false sense of security. Instead, hand washing is best practice.
- If possible, delivery drivers should not be allowed to enter the site (with the exception of food deliveries which adhere to HACCP delivery protocols). Employees should not come in close contact with drivers. HACCP is in the context of food safety and re-opening only and not for COVID-19 prevention.
- All food items (where food service is on site) must be checked in by employees with crates and boxes remaining outside the door.

Dealing with Drivers

- Provide hand sanitisers (alcohol or non-alcohol based) in the delivery area.



Drivers must clean their hands before passing delivery documents or goods to employees. They must also be aware of the potential risks involved in contact transmission of COVID-19.

- Once they leave their vehicle, it's of paramount importance that drivers use hand sanitiser in conjunction with physical distancing.
- Businesses must ensure that food suppliers and their drivers comply with HACCP procedures.
- All suppliers of all products must ensure that all transport containers are kept clean and frequently disinfected.
- Disposable containers and packaging be used to avoid the need to clean any returns. In the case of reusable containers, appropriate hygiene and disinfection protocols must be followed by employees.

Entering the Property

Delivery personnel must use hand sanitiser if required to exit their vehicle and enter the site buildings. Signage must make drivers aware of 1) physical distancing when picking up deliveries and passing deliveries to employees 2) the need to maintain a high degree of personal hygiene and 3) the need to wear clean protective clothing.

A system for recording visits to the site/property by employees/others should be put in place as required (contact log). Ref. Section D9 of [Work Safely Protocol](#). The same system should be implemented for suppliers who are required to enter the site/property.

Accepting Deliveries

- A goods reception area must be set up that is large enough to ensure physical distancing for both driver and hotel or guesthouse employees. HACCP procedures must be strictly implemented and observed there at all times.
- All excess packaging must be removed by the driver. All outer packing must be removed (if possible) and placed in a suitable disposal unit.
- When signing for deliveries, employees should only use their own pens. In the case of electronic devices, both device and pen must be cleaned and disinfected prior to signing.
- The delivery area must be cleaned and disinfected regularly.

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9. Locations for Distribution of PPE

If required, PPE (gloves, plastic aprons, etc.) must be distributed at the following locations:

Front of House

All of the property's entry and exit points.

Back of House

- Employee entrances.
- Specific department offices.
- Cleaning and maintenance supplies stations.
- Store rooms and cellars
- Food preparation areas
- Location in proximity to the Isolation Room

Note: Hand sanitiser will be provided in each property and at all entry and exit points of the public areas including reception, hotel restaurants and bars, and at entrances to public toilets, etc.

Following updated Government advice for businesses serving food, consider providing hand sanitiser on each table for customer use.

Hand sanitiser must only be used on visibly clean hands. If hands are visibly dirty/contaminated they must be washed.



10. Employee Uniforms

Cleaning & Disinfection Protocol

The policy on the care of uniforms should be updated to ensure every employee is clear on the standards of appearance and dress expected while at work. It is recommended that uniforms should be worn appropriately.

Physical Distancing Protocol

If a locker or changing room is provided, mark the floors to indicate available and unavailable spaces that must be used when changing into work attire. Where required, it may be necessary to revise roster schedules to allow for staggered access times to these rooms so physical distancing can take place.

**Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.*

11. The Guest Journey – Arrival & Departure

In line with the Government’s Public Health advice, properties must minimise the number of access points for arriving and departing guests. Each access point must be equipped with hand sanitiser, along with signage instructing all guests to use it as they enter and leave.

Arrival by Taxi, Drop Off or Parking on the Property

Before they book, and when they arrive, guests must be informed of the guidelines that apply. Details of the COVID-19 preventative policies and protocols that you have in place should be outlined in detail on booking, as well as on online platforms, marketing or via email.

This information should include:

- Physical distancing measures,
- Hand and respiratory hygiene,
- Requirement for face covering/mask,
- Stay at home policy for any guests with symptoms,
- Cancellation or refund policy,
- [Specific government measures in place.](#)

Guests should enter the property through doors that are automated or manually operated by an employee where possible. Where possible, guests must be directed to enter and exit through separate doors.

Reception employees should encourage just one representative of each arriving group to approach the check-in desk while the others adhere to physical distancing measures.

If guests use bell service, ask them to place their luggage on the ground. The bell service can then commence, after which the bell cart can be cleaned and disinfected.

Each guest should receive a ‘Welcome and Safety Information’ sheet explaining the COVID-19 protocols in place. This outlines also what’s expected of them when interacting with employees and other guests. Guests may also find it reassuring to read about the rigorous cleaning procedures applied to their room and be told where hand sanitiser is located.

Install clear markings to minimise contact between employees and guests. Queues for reception, hotel restaurant and bars and entrances to toilets must all adhere to physical distancing requirements. See [Queuing section](#).

Display signage referring to COVID-19 measures in visible locations.

Guest Elevators

An employee should be assigned to clean and disinfect the button panels of guest elevators regularly.

Physical distancing must be adhered to in elevators .

Signage must be displayed to ensure guests understand physical distancing requirements that apply within elevators.

Car Park & Outdoor Areas

All outdoor areas, grounds, gardens, greens, verges, roads and car parking areas within the property must be kept clean and well maintained.

This means ensuring that lidded bins are available for the disposal of gloves, masks, tissues, etc. that may be contaminated. You must ensure all rubbish bags are disposed of in an appropriate external facility such as a waste removal skip.

Payment

Guests should be encouraged to use card/contactless payment and pay in advance where possible. If handling cash, employees should observe the Government’s Public Health advice on hand hygiene measures.

Guest Sanitation Amenities

Hand sanitiser must be readily available and accessible to all, at public entrances and exits and at key locations throughout the property.



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12. Accommodation Services (Housekeeping)

After guests depart, their room must be thoroughly cleaned, disinfected and serviced. If any additional items and amenities that are usually provided may pose a risk, management must have these removed.

Cleaning & Disinfection Protocol

- Housekeeping employees must wash their hands before starting work. It is recommended if gloves are required after hands have been washed. The use of aprons by employees responsible for cleaning is advised.
- To ensure effectiveness, manufacturer instructions must be followed when using cleaning products. This especially applies to their dilution, method of application and duration of use.
- Cleaning equipment must be cleaned and disinfected at the end of every shift.
- Update cleaning checklists to include high-risk and frequently touched surfaces. These include door handles, handrails, frequently touched switches and buttons, telephone handsets, television remote controls and air conditioning controls.
- Accommodation service trolleys and equipment must be cleaned and disinfected at the end of every shift.
- Where possible, windows and doors should be opened on a regular basis to allow for a flow of air throughout the property. When bedrooms are being cleaned, windows and/or doors where appropriate, should be opened. Care needs to be taken at all times to ensure security and safety measures. Consider a ventilation assessment of the business and the use of CO₂ monitors as per the [Work Safely Protocol](#). Further information regarding air conditioning and ventilation can be found in Section 5.d of the Work Safely Protocol as well as [Appendix 2](#).

Bedrooms

- Guest linen must be removed in a tied bag. When linen is removed from a bed and laundered, employees should wear the relevant protective items e.g. gloves and apron, when separating the linen.
- When cleaning bedrooms, particular emphasis must be placed on frequently touched surfaces such as:
 - Desks, counter tops, tables and chairs
 - Phones, tablets and remotes
 - Thermostats
 - Cabinets, cupboards, shelving
 - Doors, door handles and doorplates
 - Windows, mirrors and frame
 - Lights and lighting controls
 - Closets, hangers and other amenities.

- The waste from each room's bin must be placed in a plastic bag and tied.
- Any glasses, cups, saucers etc. provided in guest rooms must be removed during every service. They must then be washed at the correct temperature and with the correct detergent.
- The hotel or guesthouse's information channel or app must be updated with information about how COVID-19 is being managed on the premises.
- Pens and other reusable items should be put into rotation following the departure of each guest.

Bathrooms/En suite

- When cleaning bathrooms, particular emphasis must be placed on frequently contacted surfaces such as:
 - Doors, door handles and doorplates
 - Taps, plugs and sink
 - Toilets and toilet handle
 - Grabrails
 - Tiles and flooring
 - Shower cubicles and bath
 - Bathroom vanities and accessories
 - Bathroom fixtures and hardware.
- Where provided, soap and shampoo dispensers must be cleaned and disinfected thoroughly as the room is being cleaned.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

13. Reception Area & General Offices

Appropriate COVID-19 signage must be prominently displayed that explains the physical distancing and hygiene practices currently in use throughout the property.

Cleaning & Disinfection Protocol

- In the reception area, cleaning and disinfecting must take place regularly during the day and more frequently during busy periods. This must focus on frequently touched surfaces especially counters, desks, equipment, communication devices, door release buttons, etc.
- If they are provided on the premises, clean and disinfect internet stations, ATM machines and cigarette machines.
- The sharing of office equipment should be avoided. Where shared equipment is necessary, it must be cleaned and disinfected after each shift or any time the equipment is transferred to another employee.

Physical Distancing Protocol

- Physical distancing protocols that follow the Government's Public Health advice must be observed in shared office spaces, employee locker rooms and other relevant employees facilities.
- As far as reasonably possible, a distance of 2 metres* and a minimum of 1 metre* should be maintained between employees. Where 2 metres* is not possible all other measures to protect employees should be in place.
- Physical barriers such as sneeze guards/plexiglass and partitions can be useful, particularly in back of house areas where it is difficult for individuals to remain apart. These physical barriers need to be regularly cleaned and disinfected. These screens do not need to be floor to ceiling but should be of an adequate height (e.g. cover a person in a standing position) and width to block the pathway from the nose and mouth to the face and workspace of the other persons. Screens may be fixed or mobile depending on requirements including emergency access. Ref: Section D3 of [Work Safely Protocol](#)
- Employees should have a self-sufficient workstation where possible, with an individual computer, telephone and all ancillary equipment.
- Employees sharing workspaces must, where possible, be grouped in fixed teams that are as small as is reasonably practicable. They must consist of individuals who also work together.

- In offices where face to face meetings/consultations take place, they must be arranged in line with the Government Public Health advice that is in place at the time of holding the meeting. The length of the meeting and the number attending should be kept to a minimum and participants must maintain physical distancing at all times. Seats and tables of all visitors must be cleaned and disinfected after each visit.
- A designated employee, where possible, should be stationed at Front of House to control physical distancing measures

Guest Considerations

- Debit/credit card machines should be moved to the front of the counter and cleaned and disinfected after each use. The use of cashless/contactless payment systems is recommended where possible. Online payment should also be considered.



*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

14. Public Areas

Cleaning & Disinfection Protocol

Public spaces must be cleaned and disinfected regularly. Particular emphasis must be placed on the following items and areas, and scheduled more frequently during busy periods:

- Internal and external doors (e.g. door plates, handles, releases)
- Hard surfaces (e.g. tables, countertops, light switches)
- Stair handrails
- Interior seating (e.g. arms of chairs)
- Exterior seating/benches
- Public toilets
- Smoking areas
- Public amenities (e.g. internet station, ATM machine, cigarette machine, vending machine).

Interior and exterior refuse bins must be emptied, cleaned and disinfected at regular intervals.

Physical Distancing Protocol

- Clear markings must be put in place to ensure that contact between guests and employees is minimised and guests adhere to physical distancing in all public areas.
- Signage referring to COVID-19 physical distancing measures must be installed in visible locations (e.g. notice boards).
- Within public toilet facilities, a queuing system and limitations on the number of users should be in place to ensure physical distancing.

Toilet Facilities

- Clear signage should indicate the location of and route to the facilities.
- A strict queuing system and limitations on number of users must be enforced to ensure physical distancing.

- Patrons must wear face coverings/masks when using indoor facilities. Face covering/mask wearing must be enforced.
- Install clear markings to minimise contact between guests and to ensure that queues follow physical distancing requirements. Encourage the use of alternate sinks.
- The frequency of cleaning and disinfection must be increased in toilet facilities.
- Ensure splashes are avoided while cleaning these facilities.
- Ensure soap and hand sanitiser dispensers, disposable tissue dispensers and other similar devices are regularly checked, cleaned and maintained. Repair or replace defective soap units
- Where possible, facilities such as toilets or smoking areas should not be used simultaneously by multiple gatherings. However if they are cleaned in between usage, they may be used separately by different gatherings, within the same time period.

External Smoking Areas

- In these areas, the capacity must be in line with Government Public Health recommendations at any one time, while ensuring that the recommended physical distancing measures are adhered to.
- The amount of seating and stools must be reduced to ensure appropriate physical distancing measures.

15. Food & Beverage Service

Definition of an Outdoor Space

1. An outdoor place or premises that is covered by a roof, so long as not more than 50% of the perimeter (outside) is covered by a wall, windows, gate or similar *
2. When creating an outdoor area, it must not be wholly enclosed or substantially enclosed which in practice means it must not have sides (including windows, doors, gates or other fittings that can be opened or shut) that enclose more than 50% of the perimeter of that area. For example, a marquee or gazebo with a roof and four sides would not be an outdoor space and would be required to have at least 50% of its wall area open to the external air, calculating this 50% wall area figure also applies to trellis, windbreakers, netting or other types of partition. Consideration should also be given to the location, a tent with only a roof would in itself be considered an outdoor area, but if placed in for example a courtyard area with four surrounding walls within close proximity, the area may no longer be considered outdoors. When considering the use of tents, marquees, gazebos or other similar structures, operators should review and update risk assessments, safety statement and a weather safety plan drafted with final plans in compliance with all local bye laws or restrictions.

* The Public Health (Tobacco) (Amendment) Act 2004

Food & Beverage Outdoors

This guidance is subject to ongoing review based on Government decisions relating to the reopening, regulations governing public health restrictions and general Government guidance.

Following updated Government Public Health measures, businesses must ensure that they [implement the required measures subject to the current Public Health advice](#).

Food & Beverage facilities will only be available for residents from June 2nd to June 6th

- Service is permitted for a maximum of 6 persons aged 13 or over per table. This limit of 6 does not include accompanying children aged 12 or younger. The total combined capacity at a table cannot exceed 15 overall (max. 6 persons aged 13 and over)
- The outdoor space will be controlled and manned by premises personnel ensuring a managed flow
- Table service only
- Recommend segmented food and beverage areas to allow for smokers and non-smokers
- Physical distancing of a minimum of 1 metre is required between the outer edges of the party (back of chair to back of chair)
- Contact tracing and enhanced hygiene measures must be adhered to
- Measures to control noise levels e.g. no live/loud music permitted
- Employees wear face coverings/masks at all times
- Patrons must wear face coverings/masks when circulating around the outdoor dining and serving areas and using indoor facilities. Face covering/mask wearing must be enforced
- Premises/outdoor areas must be clear of all patrons by 11.30pm

Food & Beverage Indoors

Following updated Government Public Health measures, businesses must ensure that they [implement the required measures subject to the current Public Health advice](#).

Food & Beverage facilities indoors will only be available for residents.

- Service is permitted for a maximum of 6 persons aged 13 or over per table. This limit of 6 does not include accompanying children aged 12 or younger. The total combined capacity at a table cannot exceed 15 overall (max. 6 persons aged 13 and over).
- Multiple tables cannot be booked indoors
- No parties/ social gatherings are permitted indoors.
- Table service only
- Physical distancing of 2 metres should be maintained between tables indoors. If all risk mitigation requirements outlined in [Appendix 1](#) have been met, then a minimum of 1 metre is permitted. The physical distancing of 1 metre is required between the outer edges of the party (back of chair to back of chair)**
- Contact tracing, ventilation and enhanced hygiene measures must be adhered to.
- Measures to control noise levels. e.g. no live/loud music permitted.
- Face coverings/masks must be worn by guests at all times other than when sitting at their table
- Employees wear face coverings/masks at all times
- Patrons must have vacated the licenced premises by 11.30pm including hotel lobbies

** In line with HPSC COVID-19: Guidance for Food Service Businesses. See [Appendix 1](#)

Management must aim to follow the Government's Public Health advice throughout all food & beverage areas including hotel restaurant and hotel bar and lounge areas, etc. To achieve this, the following steps must be taken:

If serving food, [a food preparation area is required on site / on the premises.](#)

Where possible, guests must be directed to enter and exit through separate doors. These should be propped open if fire regulations allow.

Hand sanitisers (including touchless dispensers where possible) must be readily available and accessible to all at each access point. Consider providing hand sanitiser on each table. Signage must encourage all guests to use this when they enter and leave.

Prominent signage must explain current physical distancing practices. This must be accompanied by clear and visible markings that illustrate the safe distancing protocol throughout food and beverage areas. This includes elevators, entrances to bar and lounge areas, toilets, function rooms, smoking areas, etc.

When a group arrives and needs to queue, only one member should do so. The others should adhere to physical distancing until the group can be seated.

Train relevant employees in the Government's Public Health advice to ensure compliant procedures for the Meet, Greet and Seat process. For example, a friendly verbal greeting must replace a physical greeting.

Cleaning & Disinfection Protocol

The frequency of cleaning and disinfecting the following key areas and items must be at a minimum twice daily and as required:

- Entry/exit doors
- Greeting podiums
- Service stations
- Countertops and bar tops
- Handrails
- Smoking areas
- Exterior seating/benches
- Exterior of refuse bins
- Toilets, etc.

The following items must be cleaned and disinfected regularly during the day:

- Dining tables, stools, chairs and seating
- Trays
- Bill/tip trays, pens and any other reusable items that guests come into contact with.

Capacity Management

The capacity of your business must be reviewed prior to re-opening and at all times when your business is operational. Overall capacity will depend on the size of the floor space within the premises where customers will be seated. For further guidance on Capacity Management click [HERE](#).

Physical Distancing Protocol

Management is responsible for minimising the number of arrival and departure points for guests. Managers and supervisors must always monitor and manage physical distancing between people and groups rather than simply rely on signage.

Peak-period queuing procedures must be implemented if guests can't be seated immediately. If queuing isn't possible, a table reservation system must be considered.

The amount of seating must be reduced and guests must order from their seat.

Indoors

Physical distancing of 2 metres* should be maintained between tables. However, if this is not possible, this can be reduced to 1 metre* in [controlled environments](#) if the other risk mitigation requirements outlined in [Appendix 1](#) have been met.

If all risk mitigation requirements have been met, and physical distancing is reduced to 1 metre*, pre-booked time limited slots must be in place for guests, which are a maximum of 105 minutes duration plus 15 minutes to allow for adequate cleaning.

Pre-booking and time limited slots of 105 minutes duration are not a requirement if physical distancing of 2 metres* is strictly maintained.

In a [controlled environment](#) physical distancing of at least 1 metre* should be maintained between people seated at tables.

Outdoors

In an outdoor setting, physical distancing of a minimum of 1 metre is required between the outer edges of the party (back of chair to back of chair), once adhering to protective measures.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge

COVID-19 Contact Tracing

Businesses must keep a record of the time and date of arrival at the premises of a group/sole guest and the name and telephone number of the lead person in a group/sole guest for COVID-19 contact tracing.

Details must be retained for 28 days by the business and must be compliant with GDPR. This information must be recorded for both walk-ins and pre-bookings.

Bookings

Encourage bookings rather than walk-ins and allocate specific times people will spend in the restaurant. Doing so will assist physical distancing, contact tracing and maximise revenue.

Following updated Government Public Health measures, businesses must ensure that they [implement the required measures subject to the current Public Health advice](#), in relation to maximum capacity at a table. These measures are applicable to pre-bookings and walk-in customers.

Businesses must ensure that they [implement the required measures subject to the current Public Health advice](#), in relation to formal or informal events within their premises.

Self-Service Carvery or Buffet

This style of service must only be provided where physical distancing and other Public Health advice can be followed.

Physical distancing guidance must also be followed while queuing. See [Queuing section](#) above to ensure appropriate risk mitigation measures are in place. Customer access to buffet/carvery/open food display should be staggered and a one-way system introduced.

It is important to maintain good hygiene practices if this style of service is offered. Both customers and employees should strictly observe good personal hygiene practices at all times around open food areas. Attention must be paid to hand and respiratory hygiene.

[Face coverings/masks](#) must be worn by staff in customer facing roles where no other protective measures are in place e.g. protective screens and where physical distancing of 2 metres* is not possible. Face coverings/masks must be worn by customers when accessing this style of service.

Where possible, employees should serve and plate food to limit shared use of utensils at open food areas.

All trays used by guests must be cleaned between uses.

Where food is served buffet-style, all items displayed for guest use should be individually wrapped or be a single serve item.

If items are not individually covered and buffet service is offered the following guidance must be adhered to

- Sneeze guards or protective measures in place
- Pre-prepared covered portions where possible.
- Lidded dishes not over-filled and replaced regularly
- A dedicated staff member manages the buffet to ensure physical distancing and to encourage hand hygiene.
- Hand sanitiser available at various parts of the buffet and signage encouraging use of this after using utensils.
- A selection of utensils on the buffet which are regularly changed.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge

Table Service

There must be adequate spacing between customers at each table in accordance with Government physical distancing guidelines and HPSC COVID-19: Guidance for Food Service Businesses

Front of House personnel allocated to serve individual tables for service adhere to physical distancing where possible.

[Face coverings/masks](#) must be worn by staff in customer facing roles where no other protective measures are in place e.g. protective screens and where physical distancing of 2 metres* is not possible.

There must be minimal handling of glassware when serving drinks or clearing glasses. Front of House personnel must handle glasses by the stem or base.

Before serving a table and after clearing a table, all employees must wash their hands for a minimum of 20 seconds or use hand sanitiser if hands are visibly clean.

Order Taking

Menus should be made of a material that can easily be cleaned. Menu boards are an alternative. Menus on apps should also be considered.

It may be possible to verbally recommend food and drinks to guests. If so, this should be done.

Where offered, sharing plates can be served per table, they should not be served as catering platters to larger groups.

Attention must be paid to hand and respiratory hygiene during order taking and service.

Orders should be taken in a time-efficient manner and at a suitable distance to minimise time spent in close contact with guests. Close contact can mean spending more than 15 minutes in face-to-face contact within 2 metres* of an infected person. For more information see [HERE](#).

[Face coverings/masks](#) must be worn by staff in customer facing roles where no other protective measures are in place e.g. protective screens and where physical distancing of 2 metres* is not possible.

It's recommended to use individual pens, pads or electronic devices.

Bar(s)

Employees must maintain the recommended physical distance from each other behind the bar.

To help achieve this:

- Limit the number of employees behind the bar at one time.
- Keep a record of who is on duty and when.
- It is recommended to divide the bar into areas/zones (where possible) and allocate a zone to each employee to safeguard against cross-over. Minimise movement between these areas.

As far as reasonably possible, a distance of 2 metres* and a minimum of 1 metre* should be maintained between employees behind the bar. Where 2 metres* is not possible all other measures to protect employees should be in place.

[Face coverings/masks](#) must be worn by staff in customer facing roles where no other protective measures are in place e.g. protective screens and where physical distancing of 2 metres* is not possible.

All employees must wash their hands frequently and as required with soap and water, for a minimum of 20 seconds or use hand sanitiser regularly if hands are visibly clean. Hands must be cleaned as often as possible.

The following must also be cleaned and disinfected frequently:

- Beer taps, handles and optics
- Drip trays and washable bar mats
- Counter mounts and nozzles
- Glass mats
- Handheld measures
- Cocktail equipment
- Ice buckets, scoops and tongs
- Fruit preparation equipment
- Storage containers, etc.

Straws should be individually wrapped.

Embellishment or decoration of glasses (e.g. cocktail umbrellas) should be minimised.

Where fruit garnishes are required, good hand hygiene practices must be in place while preparing the fruit - follow HACCP guidelines. Keep garnishes refrigerated and in a covered container until required and serve using tongs/scoop. The scoop must have its own covered receptacle.

In advance of re-opening, the cleaning of beer lines must be arranged as a notice period may be required by breweries or suppliers.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge

Glassware

To prevent cross-contamination, fresh glasses must be used for each new drink, particularly from optics and beer taps.

When pouring drinks, employees must handle glasses by the stem or base and place on clean service trays or the bar counter before serving.

Similarly, there must be minimal handling of glassware when clearing glasses. Here, service trays must be used where appropriate.



Service Stations

Service stations must also be cleaned and disinfected frequently. These include countertops, shelving, equipment, storage containers, etc.

At service stations, Front of House personnel must be encouraged to maintain the recommended physical distance from each other. Limit the number of Front of House personnel at service stations at any one time. Minimise movement between service stations and ensure guests don't have access to these areas.

Ensure service stations are stocked with all necessary equipment (e.g. cutlery, condiments, etc.) and cleaning and disinfecting supplies (disinfectant, disposable paper towels, etc.).

All Front of House personnel must have their own stationery items and equipment (e.g. pens, order book). If equipment and tools are shared, they must be cleaned and disinfected after each use or before being given to another employee.

Ice Machines

Before your hotel or guesthouse re-opens, ice machines must be emptied, recalibrated and the water lines to ice machines must be cleaned out prior to refreshing with new ice. To avoid cross-contamination, each ice scoop must be stored in a separate covered receptacle and washed and disinfected regularly.

Cellars, Cold Rooms & Store Rooms

Hand sanitiser (touchless where possible) should be placed at all entrances to cellars, cold rooms and storerooms with instructions that they be used on entering and leaving.

Clear signage must tell employees to observe physical distancing. A distance of 2 metres* and a minimum of 1 metre* should be maintained between staff if the size of cellars, cold rooms and storerooms allows. Where 2 metres* is not possible all other measures to protect staff should be in place.

Access systems such as biometric touchpads, keypads or swipe cards must be cleaned and disinfected after each use.

Beer lines will require cleaning before re-opening. Breweries recommend giving at least 3 weeks notice.

Clean and disinfect the dispense head and keg neck at every keg change.

Payment Facilities

Where possible, guests should use card/contactless payment. After bringing the debit/credit card machine to the table (if possible), it must be cleaned and disinfected before being used again.

If handling cash, employees should observe the Government's Public Health advice on hand hygiene measures.

Smoking Areas

In these areas, the capacity must be in line with Government Public Health recommendations at any one time, while ensuring that the recommended physical distancing measures are adhered to. It is recommended to have segmented food and beverage areas to allow for smokers and non-smokers.

**Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge*

16. Kitchen

Cleaning & Disinfection Protocol

At the end of each shift, clean and disinfect each area systematically with effective detergents and disinfectants. All cleaning must be recorded by a suitably trained person.

Physical Distancing Protocol

As far as reasonably possible, a distance of 2 metres* and a minimum of 1 metre* should be maintained between employees. Where 2 metres* is not possible all other measures to protect employees should be in place.

Where the food service environment makes it difficult to physically distance, employers need to consider what measures to put in place to protect employees.

Examples of practical measures to adhere to physical distancing guidance in the food services environment are to:

- Divide the kitchen into zones with an employee allocated to each zone. Control and minimise movement between zones
- Stagger workstations on either side of service area so that food workers are not facing one another
- Provide PPE if required, such as face masks, disposable gloves and clean aprons/uniforms. The use of PPE would be routine in high-risk areas of food premises that produce ready-to eat and cooked foods. When staff are dressed in PPE it is possible to reduce distance between workers
- Limit the number of employees in a food preparation area at any one time and record the times that employees are on duty
- Organise employees into working groups or teams to facilitate reduced interaction between groups.

Physical barriers such as sneeze guards/plexiglass and partitions can be useful, particularly in areas where it is difficult for individuals to remain apart, for example in kitchens and at cash registers, host stands or food pickup areas. These physical barriers need to be regularly cleaned and disinfected.

Display signs that promote physical distancing and review all handwashing/good hygiene practice signs. Replace them if they are damaged or outdated.

Kitchen & Food Handling Personnel

The same food law requirements apply now as did before COVID-19. Any changes to the nature and extent of the business must be reflected in the food safety management system/HACCP documentation.

Ensure that all employees are trained in any new COVID-19 standard operating procedures adopted by the business. Keep a record that this training has taken place.

Ensure that the HACCP system is updated. All new protocols need to be reflected in records, food flow diagrams, cleaning schedules, zoning, allergen updates on menus and delivery & takeaway services, etc. HACCP is in the context of food safety and re-opening only and not for COVID-19 prevention.

Wash-up

Prior to re-opening, ensure all mechanical dishwashers operate at optimum levels and reach the correct temperature. Ensure all heads of spray taps are cleaned and disinfected. Use adequate and safe chemicals. If equipment is being hand washed, use the correct double sink method with a drain area and wash at the correct temperature and using the correct chemicals.



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17. Room Service

Cleaning & Disinfection Protocol

All equipment (e.g. trolleys, trays, etc.) must be cleaned and disinfected after use.

All food and beverage items must be appropriately covered during transport.

Follow your in-house procedure regarding room service.

Physical Distancing Protocol

Set food on a tray or trolley in the hallway and notify the guest when the trolley is outside of their room (keeping the food covering in place). The guest can then retrieve their own food/drinks.

If an employee is required to enter the room, ensure physical distancing is adhered to.

Guest Considerations

Consider other menu delivery options e.g. feature the menu on the in-house TV channel.

18. Indoor Meetings

Government Public Health advice for professional (non-social) meetings, training and educational programmes.

Requirements for professional (non-social) meetings, training and educational programmes

Professional meetings and training/education programmes should take place online where possible.

Meetings, Events and training should only take place when considered essential for the operation of a business.

Where it is deemed essential to have business/work related and educational/training activities in person, this should happen in line with the [Work Safely Protocol](#). This includes physical distancing of 2 metres*.

Communication and preparation ahead of the meeting should endeavour to reduce the time required at the actual meeting.

Managed and organised arrival and departure processes must be in place. Consideration should be given to pre-registration.

Where possible, increase ventilation in the meeting facilities.

For further guidance on Ventilation, please see [Appendix 2](#) and the [Work Safely Protocol](#).

Cleaning & Disinfection Protocol

Hand sanitiser (touchless where possible) must be readily available and accessible to all at each access point. Consider providing hand sanitiser on each table. Signage must encourage all guests to use this when they enter and leave.

All shared equipment and meeting amenities must be cleaned and disinfected after each use. If this isn't possible, they must be replaced by single-use alternatives.

Replace linen after each use.

Clean and soiled linens must be transported in tied single use plastic bags into and out of the meeting rooms.

Before and after each group, clean and disinfect conference room doors, tables, chairs, light switches and other equipment.

COVID-19 Contact Tracing

The event organiser should keep contact details of all guests who attend meetings or events within the hotel. They will be required to have the name and contact details of each person. The person who organises the meeting/ event should be advised to keep a record of all attendees, in case it is required for contact tracing in the future.

Details must be retained in accordance with GDPR by the business for 28 days.

* Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

Physical Distancing Protocol

Physical face to face meetings should be kept as short as possible and consistent with the aim of the meeting.

Communication and preparation ahead of the meeting should endeavour to reduce the time required at the actual meeting.

The numbers attending professional (non-social) meetings, training and educational programmes should be kept to an absolute minimum.

Seating capacities and floor plans to be reviewed on an event-by-event basis to ensure the recommended physical distancing. Develop examples of physically distanced floor plans for Event Management use.

Following updated Government Public Health measures, businesses must ensure that they [implement the required measures subject to the current Public Health advice](#), in relation to capacity management at meetings and events.

Following updated Government Public Health measures, businesses must ensure that they [implement the required measures subject to the current Public Health advice](#), in relation to the capacity of groupings or pods. There is no intermingling permitted between pods.

Once the meeting/course programme finishes, social gatherings of delegates must be discouraged.

When permitted, it should be noted that multiple gatherings in venue facilities are only permitted if they are in separate defined spaces and there are systems to prevent intermingling in common spaces (e.g. entrances, exits and toilet facilities).

Guest Considerations

Create modified menus to showcase styles of service and items currently available.

Install signage outside of meeting and events to remind guests to follow the recommended physical distancing.

Coffee and other break items to be served within pods. Ensure all relevant protective measures are adhered to.

To view Government Public Health measures currently in place, click [HERE](#).



* Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

19. Recreational Areas

Cleaning & Disinfection Protocol

- Theatre seating and public recreational areas must be cleaned and disinfected at the end of each performance or event.
- Eliminate equipment sharing by assigning equipment and tools to individual employees.
- Limit performance schedules to allow for adequate cleaning after performances.

Physical Distancing Protocol

- Following updated Government Public Health measures, businesses must ensure that they [implement the required measures subject to the current Public Health advice](#) in relation to capacity management.
- Theatre seating and capacity must be managed to allow for the recommended physical distancing between groups of guests.

COVID-19 Contact Tracing

The business must retain the organisers contact who in turn are responsible for retaining the attendee details for contact tracing if required.

20. Pool & Gym Operations

Cleaning & Disinfection Protocol

- A strict cleaning and disinfection programme of the changing rooms must be put in place and maintained.
- The pool area must be pressure washed, cleaned and disinfected each night.
- The towel desk and all other desks and counters must be cleaned and disinfected regularly.
- Lifeguard stands must be cleaned and disinfected after each employee's shift.
- If pool areas are to be pressure hosed, suitable and adequate PPE for employees must be supplied, as an aerosol will be produced.

Physical Distancing Protocol

- Access to the pool and gym is on an individual or household basis only – no groups or classes are permitted.
- No intermingling with others in the pool or gym.
- Following updated Government Public Health measures, businesses must ensure that they [implement the required measures subject to the current Public Health advice](#), in relation to the Pool, Gym and Leisure facility operations.
- Physical distancing of 2 metres* should be maintained between guests and employees. However, if this is not possible, this can be reduced to 1 metre* in [controlled environments](#) if the other risk mitigation requirements outlined in [Appendix 1](#) have been met.
- A designated employee must ensure the maximum pool capacity is not exceeded.
- Guests should be asked to book their preferred pool or gym times in order to manage capacity at all times.
- If changing rooms are provided, mark the floors to indicate available and unavailable spaces that must be used when changing.

* Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

COVID-19 Contact Tracing

Businesses should keep contact details of guests using the Pool and Gym facilities. Businesses do not have to keep records of every person in a party, they will be required to have the name and contact details of one person in each party e.g. the person who makes the booking. This also includes solo guests. These details must be recorded for both walk-ups and pre-bookings.

The person who makes the booking should be advised to keep a record of who is in their party in case it is required for contact tracing in the future.

Details must be retained for 28 days by the business and must be compliant with GDPR.

Gym Recommendations

- Equipment must be placed at least 2 metres* apart. If necessary, equipment must be removed to ensure the correct distance between machines.
- It is recommended to display a notice telling guests that free weights are cleaned and disinfected after use by each guest.

- A designated employee must also then clean and disinfect the machine at least twice daily, or as required.
- As with pools, if changing rooms are provided, mark the floors to indicate available and unavailable spaces that must be used when changing. However, guests should be encouraged to use their room for changing.
- The gym must be supplied with as much ventilation as possible.

Additional Recommendations

- Handrails and touch points around the pool must be cleaned and disinfected regularly.
- Regular chlorine and pool checks are required.

To view Government Public Health measures currently in place, click [HERE](#).

21. Golf Operations

Cleaning & Disinfection Protocol

- A designated employee must clean and disinfect golf carts and clubs on loan after each round.
- Locker rooms/changing facilities must be cleaned and disinfected regularly during the day and more frequently during busy periods; guest contact areas in each must also be disinfected regularly.
- Hand sanitisers must be available and accessible to all throughout the entire golf experience for both guests and employees, and each employee must carry their own personal hand sanitiser at all times.
- All moveable furniture must be removed from the course.

Physical Distancing Protocol

- Government physical distancing guidelines should be adhered to between players and employees.
- Only one player should travel in a cart to ensure physical distancing is maintained.
- Space between tee times must be increased to 15-minute intervals.
- Guest caddie service offered to guests must be suspended unless physical distancing can be adhered to.

Further details are available from Golf Ireland "[Return to Golf Protocol](#)" e.g. tee times 8-10 minutes.

* Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

Guest Considerations

- Attendants at refreshments station must provide service, rather than allow self-service. All items should be pre-wrapped and pre-packaged.
- Individual scorecards and pencil sets should be made be available to players.
- Rakes must be removed completely and employees must monitor bunkers and greens for maintenance regularly during the day and more frequently during busy periods.
- Bookings made at least 24 hours in advance by all guests and members to ensure physical distancing and proper course management.
- Pre-payment processes should be put in place, where possible.
- Golfers must arrive at the course no more than 15 minutes prior to their tee time. They must then proceed straight to the first tee and return to their car after finishing.

COVID-19 Contact Tracing

Businesses do not have to keep records of every person in a golf party, they will be required to have the name and contact details of one person in each party e.g. the person who makes the booking. This includes solo golfers. These details must be recorded for both walk-ups and pre-bookings.

The person who makes the booking should be advised to keep a record of who is in their golf party in case it is required for contact tracing in the future.

Details must be retained by the business for 28 days by the business and must be compliant with GDPR.

Note: If food service and beverage is served in the club house please reference page 26 of this document.

22. Spas

Cleaning & Disinfection Protocol

- Spa treatment areas must be thoroughly cleaned and disinfected regularly throughout the day.
- Treatment rooms must be fully cleaned and disinfected after each guest. Particular attention must be paid to the treatment bench, chair and table plus all equipment used.
- UV treatment boxes must be installed to ensure that all grooming equipment has been properly sterilised.

Physical Distancing Protocol

- Government physical distancing guidelines should be adhered to between guests and employees.
- Where physical distancing cannot be reasonably practised, therapists must be provided with appropriate PPE and safeguards, such as screens, training and instruction.

COVID-19 Contact Tracing

Businesses must keep records of all bookings to allow for contact tracing. They will be required to have the name and contact details of one person in each party e.g. the person who makes the booking. These details should also be recorded for solo guests and be recorded for both walk-ups and pre-bookings.

The person who makes the booking should be advised to keep a record of who is in their party in case it is required for contact tracing in the future.

Details must be retained by the business for 28 days by the business and must be compliant with GDPR.

Please click [HERE](#) to access the Operational Guidelines for Spas.

* Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

23. Weddings

Government Advice on Weddings

- From 5th July 2021, 50 guests permitted to attend wedding celebration or reception (exclusive of bride, groom and staff)*
- Hotel and other Tourist Accommodation for guests – permitted for bride, groom and guests
- Photographer – permitted
- Reception must be a sit-down meal only
- Live music/dancing – not permitted
- Novelty supplies/acts – not permitted

Up to and including July 4th - Max. 50 guests at service. Max. 25 guests at wedding reception.

Following updated Government Public Health measures, businesses must ensure that they [implement the required measures subject to the current Public Health advice](#), in relation to the maximum capacity of Weddings.

The function area must be self-contained and only one function per area / room.

[Face coverings/masks](#) must be worn by staff in customer facing roles where no other protective measures are in place e.g. protective screens and where physical distancing of 2 metres* is not possible.

Government Public Health advice states that face coverings/masks must be worn by guests when arriving to and leaving their table.

On Arrival

Where possible, guests must be directed to enter and exit through separate doors that are automated or manually operated by an employee. Doors may be propped open if fire regulations allow.

Hand sanitisers (including touchless dispensers where possible) must be readily available and accessible to all, at each access point. Hand sanitisers for use against COVID-19 may be alcohol or non-alcohol based. When choosing a hand sanitiser, it is important to ensure that it is effective against COVID-19. Further information on hand sanitisers is available on page 41 of the Work Safely Protocol, found [HERE](#).

Signage must encourage all guests to use this when they enter and leave.

Prominent signage must explain current physical distancing practices. This must be accompanied by clear and visible markings that illustrate the safe distancing protocol.

Drinks Reception

Service stations must use physical distancing queuing systems.

Tea/coffee/drinks and canapé stations must be managed by service personnel. There must be no self-service stations. Canapés must be in individual portions.

Remove as much loose furniture (e.g. sofas, etc.) from the room to ensure maximum space for physical distancing.

Dinner Reception

Entrance doors should be opened whilst guests are entering the dining area.

Review the seating capacities to meet the current physical distancing guidance. There must be adequate spacing between customers at each table in accordance with Government physical distancing guidelines.

Hand sanitisers (including touchless dispensers where possible) must be readily available and accessible to all. As previously mentioned, please refer back to page 41 of the [Work Safely Protocol](#).

Signage must encourage all guests to use this when they enter and leave.

Management must ensure appropriate signage is in place to welcome guests and reassure them that employees have been trained in line with the Government's Public Health advice.

There must be no shared items at the table. Instead:

- Water jugs must be poured by service personnel only.
- Salt and pepper shakers, butter dishes should be available only on request.
- Instead each guest should be given individual portions/sachets.

For the meal service:

- Face coverings/masks must be worn by staff during the service of the meal
- There must be no family-style service of food (i.e. no shared vegetable/gravy dishes, etc.).
- Wedding afters must be served directly to each guest fully plated.

* Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

Additional Considerations

All third-party suppliers must ensure they adhere to the Governments Public Health advice.

Multiple gatherings are allowed in venue facilities provided they are in separate defined spaces and there are systems to prevent intermingling in common spaces (e.g. entrances, exits and toilet facilities).

Limit the number of service personnel per group of guests to the smallest number that is practical.

Where at all practical, service personnel should provide services to only one gathering and should not move between multiple gatherings in different venue locations.

Where possible, facilities such as toilets should not be used simultaneously by multiple gatherings. However if they are cleaned in between usage, they may be used separately by different gatherings, within the same time period.

To view Government Public Health measures currently in place, click [HERE](#).



* Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

Appendix 1

COVID-19: Guidance for Food Service Businesses, (Current Version)
(HSE Health Protection Surveillance Centre)

Controlled and Uncontrolled Environments ¹

CONTROLLED ENVIRONMENTS

Public and private venues or workplaces are considered 'controlled' environments. Examples are workplaces, schools, museums, swimming pools, galleries, cinemas, stadiums, conference facilities and casinos. Food businesses are considered 'controlled' environments, which includes restaurants and cafes.

Requirements (for food businesses) in controlled environments

- Use additional signage to ask customers not to enter if they have symptoms.
- Regulate entry so that the premises do not become overcrowded. Encourage pre booking as much as possible. A text may be sent to remind the guest to stay away if unwell.
- Use floor markings inside the premises to facilitate compliance with the social distancing advice of 2 metres, particularly in the most crowded areas, such as tills.
- Use vertical signage to direct customers to facilitate movement within the premises while maintaining 2 metre distance.
- Make regular announcements to remind customers to follow social distancing advice and clean their hands regularly.
- Place plexiglass barriers at tills if feasible, as an additional element of protection for workers and customers.
- Adequate hand hygiene and toilet facilities. Provide additional pop-up hand hygiene stations or facilities if possible, providing soap, water and hand sanitiser.
- Establish and supervise a schedule of frequent cleaning of bathrooms and frequently touched surfaces.
- Customers should be seated at a table except when using the toilet, paying, and departing.
- Clear signage should indicate the location of and route to the bathrooms.
- Limit the number of servers per group of guests to the smallest number that is practical.
- There is a limit of on the number of people gathering in a venue at one time – in line with NPHEH guidance on indoor gatherings. Multiple gatherings are allowed in venue facilities provided they are in separate 'defined spaces' and there are systems to prevent intermingling in common spaces (e.g., entrances, exits and toilet facilities).
- Keep contact details for the person making the booking. Explain that the reason for keeping these records is to provide them to Public Health for contact tracing in the event that someone becomes ill with COVID-19. These records should be kept for 28 days and must be compliant with GDPR.

- Physical distancing of 2-metres should be maintained between tables. However, if this is not possible, this can be reduced to 1 metre in controlled environments if all of the other risk mitigations requirements outlined have been met AND pre-booked time-limited slots are in place, which are a maximum of 1 hour 45 minutes duration. There should be a minimum of 15 minutes between bookings in order to allow for adequate cleaning and to allow customers to leave and enter, without mixing.
- Physical distancing of at least 1 metre should be maintained between people seated at tables.*
- Encourage the use of contactless payments where possible, without disadvantaging older or vulnerable customers
- Use disposable menus or laminated menus that can be adequately cleaned after each use.
- Unnecessary items should be removed from tables and single use rather than shared condiments should be provided.

Considerations:

- Where at all practical, workers should provide services to only 1 gathering and should not move between multiple gatherings in different venue locations (e.g. two different function rooms).
- Where possible, facilities such as toilets should not be used simultaneously by multiple gatherings. However, if they are cleaned in between usage, they may be used separately by different gatherings, within the same time period.

UNCONTROLLED ENVIRONMENTS

These are settings where people have open access to the premises and generally don't know each other and are unlikely to be in close contact with each other for an extended period of time. Examples are supermarkets, retail stores, shopping malls, and takeaway-only food outlets.

Requirements:

- Physical distancing of 2 metres for customers (who are not close friends or family).
- As far as reasonably possible, physical distancing of 2 metres – and a minimum of 1 metre – should be maintained between workers.
- Keep contact tracing records for workers.

Considerations:

As much as possible use contactless payment systems to limit physical contact.

¹ Source: Ministry of Health, New Zealand. <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-information-specific-audiences/guidelines-businesses-and-services-alert-level-1#newal2>
* Physical distancing of a minimum of 1 metre is required between the outer edges of the party (back of chair to back of chair)

Appendix 2

Ventilation

The ventilation of enclosed places of work is a requirement under the Safety, Health and Welfare at Work Act (General Application) Regulations, 2007. Natural means (via windows and doors) or mechanical means (Heating, Ventilation and Air Condition systems – HVAC) significantly improves hygiene and better air quality. The ability to adequately ventilate an indoor setting including opening windows and doors where possible is a key mitigating measure to reduce the risk of transmission of COVID-19.

General recommendations contained with *HPSC Guidance on Non-Healthcare Building Ventilation during COVID-19 (Version 2.0)* are listed below. This document provides an overview of the current literature examining the association between ventilation and COVID-19 and is aimed at commercial and public buildings such as Hotels & Guesthouses.

While ventilation reduces the amount of virus in the air and the aerosol risk, it will have minimal impact on droplet transmission where people are less than 2 metres from each other, or contact transmission (touching surfaces), which is why it is not a standalone measure and continued adherence to other public health advice is absolutely essential.

Any planned changes to ventilation should consider regulatory requirements under building, food and/or health and safety regulations along with other consequences such as cost, energy use, noise and security.

Reoccupying workplaces should not, in most cases, require new ventilation systems but improvements to ventilation will help increase the quantity of clean air and reduce the risk of exposure to airborne concentrations of the virus.

Determining ventilation of enclosed workplace settings should be considered as part of the workplace risk assessment. For more information see [Section D of the Work Safely Protocol](#)

Manual (Natural) Requirements

Considerations:

- Windows and doors should be opened to allow for a flow of fresh air throughout the premises.

Mechanical Requirements

Considerations:

- Consider a ventilation assessment of the business and the use of CO₂ monitors as per the [Work Safely Protocol](#).
- Make sure that any mechanical ventilation systems are adequately maintained as per manufacturer's instructions. There is no need for additional maintenance cycles beyond the routine maintenance.
- Where filters are used in the central HVAC system, ensure that these are replaced regularly as per manufacturer's instructions. There is no need for additional cleaning or changing beyond routine maintenance.
- If filters are used as part of a central ventilation system, consideration should be given to installing the most efficient filter for the system (Minimum Efficiency Reporting Value - MERV – 13 to 16; ISO 16890 ePM1 rating 60-90%). HEPA filtration should be considered where air is re-circulated. Increase air filtration to as high as possible without significantly diminishing design airflow/fresh air amount.
- Increase the outdoor air fraction of air inside buildings as much as possible. This can be done by fully opening outside air dampers in mechanical systems or opening windows where available, taking into account weather and comfort level of room occupants.
- Increase total airflow supply to occupied spaces by increasing number of air exchanges per hour. The overall objective should be to increase the ventilation in the building thereby improving the existing ventilation without impacting on the occupants' comfort.
- Ceiling mounted, desk and portable fans do not provide fresh air and can mask poor ventilation issues. They are difficult to keep clean, and could increase the duration of suspended particles by creating air currents in confined spaces. Such fans merely recirculate air in a room if there is no source of fresh air. Therefore, a fresh air supply, as required by building regulations, or 10L per second per person (whichever is greater), should be provided when using a fan. Fans should only be used where there is a single occupant in a room. When used, fans should be directed to exhaust directly to the exterior environment (e.g. open window), to minimise potential spread of pathogens.

- Disable demand controlled mechanical ventilation if possible. These types of HVAC systems are set to only circulate air when a certain threshold is passed, usually the amount of CO₂ build-up in the room, or the ambient room temperature. If it is not possible to bypass this system, then set the threshold to the lowest possible setting (e.g. 400ppm or less of CO₂) so that the system remains ventilating at a nominal speed.
- Keep ventilation running at all times (i.e. 24/7), regardless of building occupancy. When unoccupied, ventilation can be reduced to the lowest setting.
- Extend the hours of nominal HVAC operations to begin two hours before the building is occupied, and to only reduce to lowest setting 2 hours after the building has emptied. This ensures that rooms are well ventilated before occupancy each day.
- Ensure extractor fans in bathrooms are functional and running 24/7. When the building is occupied, they should operate at full capacity. As with the central HVAC, they can be set to the lowest speed 2 hours after the building is emptied and ramped up again 2 hours before occupancy if the system allows.
- Avoid directing air flow directly onto individuals or across groups of individuals, as this may facilitate transmission of pathogens between individuals.

Avoid the use of air-recirculation systems in HVACs as much as possible. Use 100% outdoor air if supported by the HVAC system and compatible with outdoor/indoor air quality considerations. If it is not possible to disable

the air recirculation system, then HEPA filtration or the highest efficiency filter possible according to the HVAC manufacturer's specifications should be considered (MERV – 13 to 16; ISO 16890 ePM1 rating 60-90%). Increase air filtration to as high as possible without significantly diminishing design airflow/fresh air amount.

- While there is evidence in experimental settings that coronaviruses like the SARS-CoV-2 virus deteriorate faster in high temperatures and humidity, the levels that need to be achieved are not attainable or acceptable in buildings. In addition, indoor humidification is not a common feature in most HVAC systems, and would incur additional maintenance and equipment costs. However, low relative humidity (<20%) is known to increase an individual's susceptibility to infection. Where such systems do exist, the advice is to maintain a relative air humidity of 30-50% if feasible.
- Create "clean" ventilation zones for staff that do not include high-risk areas (e.g. guest reception). This can be done by re-evaluating the positioning of the supply and exhaust air diffusers and adjusting flow rates to establish measurable pressure differentials.

For other information on the use of carbon dioxide (CO₂) monitors and other equipment and systems, please see [section D of the Work Safely Protocol](#)

Further information on a Ventilation checklist is available in Section 5 of the REHVA COVID-19 guidance document, available [HERE](#).

Appendix 3

Restricted Movement

For those travelling to Ireland information is available [HERE](#). It is important for employers to keep up to-date on travel restrictions and requirements into the country as these may be subject to change on a regular basis.

Current government advice is available [HERE](#).

For those required to restrict their movement, the following guidance is available.

Communication Prior to Arrival

Prior to their arrival, guests should be advised that the property follows all Government Public Health advice and guidelines, and that guests travelling into Ireland should be instructed to check the [Government's COVID-19 Travel advice](#) to see what restrictions, if any, apply to the guest prior to arrival.

All properties should review their Terms and Conditions to determine required actions in new situations (such as a refund policy) where a guest fails to restrict movements and is asked to leave. This should be communicated to guests prior to their arrival.

Facilities for those required to Restrict Movement

If a property chooses to provide facilities for guests arriving from another country and required to restrict their movements, the following procedures are advised:

- Guests must check in online before arriving to the property.
- All details regarding the guests stay/service delivery should be communicated prior to their arrival and detailed again in the welcome letter they receive on arrival (this may need to be translated).
- All rooms occupied by guests who must restrict their movement must be on one corridor, and, where occupancy permits, other guests should not be allocated rooms on this floor.
- Rooms must be close to a stairwell and guests should be encouraged on arrival to access their room using the stairwell, where possible.
- A "spare" room should be kept at all times to allow for medical attention to be provided on site if required or to accommodate a room move owing to a maintenance issue. Employees should not enter once occupied.
- The corridor should be cleaned and disinfected at least twice daily.
- The property must set self-restriction rooms up as per the guidance set out below. All rooms should be thoroughly checked pre-arrival to ensure that there are no maintenance concerns.
- Where possible, consideration should be given to providing larger rooms/interconnecting rooms for families.

If guests are not from the same household, twin rooms should be the maximum occupancy type.

- Interconnecting rooms must only be used in circumstances where the residents are from the same household.
- In-room housekeeping will not be provided – provisions will be provided e.g. clean linen, towels and appropriate cleaning products.
- All meals must be purchased in the property and eaten in the bedroom. Food and additional items, on request, can be delivered to the door only.
- Employees are not permitted to enter self-restriction rooms. Employees wearing full PPE should knock and walk away before the door is opened.
- Guests should be encouraged to keep the window within their room open (where possible), and to regularly clean the touch points with cleaning products provided.

Guests who are required to restrict movement (14 days) within the property, must be advised that they must strictly adhere to the following measures for the safety of employees and other guests:

- For the duration of their stay guests should remain in their room*.
- They cannot use public facilities within the property such as the bar or restaurant, use Health & Fitness Club facilities or be in public areas.
- They are not permitted to have visitors to their room, nor can they go into another guest's bedroom.
- They must communicate with management and employees of the property via phone or other communication platform.
- They must advise management immediately if they become unwell / symptomatic.
- That if they fail to adhere to the above, they will be asked to leave the property.

Self-Restriction Rooms

Please provide the following in each room, based on occupancy:

- Face masks and gloves
- Clean linen
- Towels
- Toiletries/toilet roll
- Bin bags
- Large linen bags for used linen/towels
- Appropriate cleaning materials
- Tea and coffee provisions
- Disposable cups/glasses
- Water
- Batteries for remote control

Additional items can be provided and placed into a bag and left outside the room.

*If a property can provide exclusive access from their room to an outdoor secluded space (to get fresh air) where the guest will not be in contact with any other guests or members of the public, the guest should be notified of this on check in.

Rooms should be fully checked prior to arrival to ensure everything is in good working order, including TV channels.

No in-room housekeeping service can be provided, all requirements linen, towels, etc should be provided at agreed times outside the guest bedroom.

Linen and rubbish should be left outside the room for collection as per the business' terms and conditions.

If a guest becomes symptomatic, they should be advised to keep all linen and rubbish in their room and to contact a General Practitioner (GP) for advice.

Food Service for those required to Restrict Movement

All food should be provided using disposable crockery & cutlery.

Food should be prepared and delivered where possible in suitable containers which can be disposed of in a tied bag and left outside the room door. Guests must contact reception prior to putting waste outside the door in order for immediate collection to be arranged.

Employees delivering food must, at all times, wear their face covering / mask and wash their hands immediately after.

Guests Failing to Restrict their Movement

If an existing guest(s) is not restricting movement as outlined, the General Manager of the property should contact them to remind them of their obligations to do so.

If a guest arrives to the property and a concern is raised that they should be restricting their movements, the General Manager of the property should contact the guest to discuss their requirements.

Where a concern arises around the safety of employees, the General Manager should escalate this within the organisation as appropriate.

Guests who present as unwell/COVID-19 symptomatic

If a guest reports that they are unwell (COVID-19 symptomatic) they should be advised to contact the HSE support line directly on 1850 241850.

Further details on the HSE support line can be found [HERE](#).

Each property should have an arrangement with their local General Practitioner (GP) to provide advice on COVID-19 concerns.

Consideration must be given to calling emergency services depending on the health of a guest.

Preparing for a COVID-19 Test on the Premises

If the HSE advises that they intend to travel to the property to test a guest on-site, the following should be considered:

- Providing them with a discreet entry/exit point
- Providing them with a room close by/beside the guest's bedroom to change into and out of their PPE. For further information on the use of PPE please click [HERE](#).

The room provided to the Health Service Executive should be cleaned and disinfected before and after use.

The Health Service staff may request to test the guest(s) in another room – so a second room may be required by them. This room should be close by and must be cleaned as per an infectious clean plan after it has been used.

For further guidance on cleaning in the context of COVID-19, see [HERE](#).

First Aid

Provision of first aid can only be provided following an assessment of risk via a phone call. In certain scenarios, management may need to contact the emergency services on 999 or 112 for advice. Full PPE should be worn by the First Aid Responder and patient, and any other guests sharing the room. First Aid Responders may require further training in light of COVID-19.

Cleaning

As part of their review of cleaning procedures within all departments, an increased emphasis on cleaning and disinfection of frequently touched surfaces will be implemented throughout the property. This must be strictly adhered to, as well as recorded. Particular attention must be paid to cleaning and disinfecting the designated access corridor and stairwell daily.

For further guidance on cleaning in the context of COVID-19, see [HERE](#).

Guest Departure - No Symptoms

If a guest(s) who has been required to restrict their movement departs the property after 14 days having experienced no symptoms of COVID-19, the room should be manually deep cleaned and disinfected as per current procedures.

Guest Departure – Suspected Case of COVID-19

If a guest(s) who has been required to restrict their movement leaves the property with suspected or confirmed COVID-19, the room should be closed off, allowing no employees access to the room, and the property's infectious clean plan implemented.

For further guidance on cleaning in the context of COVID-19, see [HERE](#).

A specialist cleaning service provider should be called in to:

- Remove the linen/towelling and rubbish from the room
- Thoroughly clean and disinfect the room using appropriate products.

The room should be left for up to 24 hours and then cleaned as normal.

Consideration should be given to cleaning and disinfecting the corridor and route used to exit by an unwell guest.

Confidentiality

- Full discretion must be adhered to.
- Any and all communication with the authorities must be in line with GDPR requirements.
- No comments should be made to any other guests.
- No comments should be made to media.

Payment

- All rates offered for those in restricted movement phase should be inclusive of B&B, lunch and dinner.
- Guests must be advised of all additional chargeable costs incurred.
- Credit cards should be pre-authorised for extras and charged at the end of each week.
- Terms and conditions should indicate that if a guest fails to isolate and is asked to leave, all nights pre-paid are/may be non-refundable.

Communication and Incident Reporting

All COVID-19 incidents must be reported.

All incidents should be notified to the Property Owner, Group Headquarters and Health & Safety/Human Resources as appropriate.

As this will be a difficult time for guests, where possible, all reasonable requests should be accommodated.



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