

GUIDELINES FOR RE-OPENING Hotels and Guesthouses

June 2020



Coronavirus
COVID-19
Public Health
Advice



Rialtas na hÉireann
Government of Ireland



Fáilte Ireland
National Tourism Development Authority

I R I S H
HOTELS
FEDERATION

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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 and the Return to Work Safely Protocol, 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.

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 Return to Work Safely Protocol prior to re-opening and implemented all relevant requirements.

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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 and Safety Authority (HSA), Health Service Executive (HSE) 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, FSAI, World Health Organisation (WHO) and other relevant bodies.

Businesses must follow the Return to Work Safely Protocol. The National Protocol has been developed under the aegis of the *Safety Health and Welfare Act 2005*. 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 National Protocol. Non-compliance can result in the closure of a business.

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.

■ 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 is for the purposes of food safety and the prevention of COVID-19.

■ Focusing on best practice in food and beverage service

Tourism businesses must follow best practice in service and physical distancing to promote the health of employees and guests.

■ 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 Return to Work Safely Protocol.

In addition, food 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.

- The physical distancing measures outlined in these guidelines are applicable between people from different households. Physical distancing of 2 metres* does not apply to members of the same household.

These guidelines have been created in line with the Government's Roadmap for Reopening Society and Business. This is a document that will evolve in line with the roadmap, taking into account any changes to the restrictions or physical distancing.

While we have attempted to cover all relevant issues, you must bear in mind that this is a non-exhaustive document and it may not cover all situations that you may encounter. As circumstances change, any procedures you implement must be monitored to ensure they remain up-to-date and in line with international best practice guidance and the Government's Public Health advice.

**References to HACCP in this guidance is for the purposes of food safety and the prevention of COVID-19.

*The 2m physical distancing guidance is in line with current Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

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)
- 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.
- **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.
- The HSA provides templates, checklists and advice on return 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 visitors 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.

A link to the Templates and Checklists can be found [HERE](#).

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

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

Monitoring & Supporting

A COVID-19 Response Team/Coordinator 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. 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 E of the National 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.*

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.
- 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 a policy for the care of employee uniforms to ensure they are appropriately maintained.

Communication

- You must share the plan with all employees 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.
- Regularly review all COVID-19 related signage and notices throughout the premises to ensure they display the latest HSE and Government Public Health advice recommendations. Signs must be placed in prominent and relevant positions, be legible and, where appropriate, be offered in multiple languages.

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 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/disinfection 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.

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](#).

Staffing Resources

Property owners/management should review rotas in line with The National Protocol E, 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. 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** 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.

If you can't ensure that employees stay 2 metres* apart at all times, you must apply the Return to Work Safely Protocol referred to above.



*The 2m physical distancing guidance is in line with current 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:

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.

Guests must be advised to stand at least 2 metres* away from other groups of people who are not from the same household at all times. Careful consideration needs to be given when using, communal areas, while standing in lines, using elevators, stairs or moving around the property.

Physical distancing of 2 metres* does not apply to members of the same household.

Dining tables, seating and couches in public areas and other physical layouts must be rearranged to ensure appropriate distancing. The same guidelines apply to employees: they must be reminded to stand at least 2 metres* away from guests and other employees whenever possible.

Providing Hand Sanitisers

Hand sanitiser dispensers (touchless whenever possible), must be placed at all entry points to a property, at employee entrances and at specific points within the public areas of the property.

All hand sanitisers must have a minimum alcohol content of 60%.



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 Return to Work Safely Protocol.

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

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.

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.

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4. Employee Responsibilities

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.

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:

- Before starting work
- Before handling cooked or ready-to-eat food
- Before eating
- After handling or preparing raw food
- After handling waste
- After cleaning duties including sweeping/mopping etc.
- After using the toilet
- After blowing nose, sneezing or coughing
- After eating, drinking or smoking
- After handling money
- At the end of a shift

This list is not exhaustive.

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.

Each employee must carry their own pen for any record keeping.

COVID-19 Training

All employees need to receive training on COVID-19 safety 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)

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. Training on how to properly use, apply and dispose of all PPE is also essential.

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.

Employee Welfare Facilities & Timekeeping

On their return to work, employers and employees must follow the Return to Work Safely Protocol. Please see [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.

Where physical distancing cannot be adhered to alternative measures must be put in place.

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.

5. Physical Distancing

The property owner or management needs to meet Public Health advice on maintaining physical distancing of 2 metres* between people. Physical distancing of 2 metres* does not apply to members of the same household.

Queuing

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

Front Desk & Concierge

Where possible, employees should work at alternate workstations to ensure separation.

Restaurants & Bars

Restaurants and bars need to reduce seating capacities to allow for a minimum of 2 metres* between each seated group of guests.

It's the responsibility of supervisors and managers to ensure that guests do not congregate in groups. Where physical distancing is not physically possible, the property must provide an alternative physical barrier.

Management must ensure that guests are dispersed avoiding queues throughout the bar and restaurant during service.

Conference Rooms and Meeting Rooms

The seating capacities of meeting and conference rooms must be reduced to allow for the recommended physical distancing between guests.

Self-Serve Buffet Style/Carvery

Avoid buffet-style service, where possible. If it is required, maintain physical distancing by avoiding queuing systems and staggering guests' access to the buffet. Place clear markings on floor to indicate appropriate physical distancing when queuing. Introduce a one way system around the buffet/carvery if required.

Back of House

Physical distancing protocols also need to apply in employee areas, shared office spaces, employee locker rooms and other relevant facilities for all employees.

Timekeeping Facilities

If queuing takes place at the machine, have clear floor markings that illustrate the recommended physical distancing between employees. 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.

Distancing

Where physical distancing cannot be adhered to alternative measures must be put in place to protect the health and safety of employees and guests.



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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.

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.

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](#).

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, both externally and in each property, 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.



Cellars, Cold Rooms & Store Rooms

- Hand sanitiser (touchless where possible) should be placed at all entrances to cellars, cold rooms and storerooms where required with instructions that they be used on entering and leaving.
- Clear signage must tell employees to observe physical distancing. If the size of cellars, cold rooms and storerooms means a physical distance of 2 metres* can't be maintained, the number of employees allowed in one area at the same time must be limited.
- 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.

Air Conditioning/Ventilation

- Although COVID-19 is not transmitted by air but from person to person through small droplets from the nose or mouth, the condition of filters must be monitored and the proper replacement rate of indoor air be maintained.
- The proper functioning of ventilation, air exchange, and dehumidification equipment of covered pools must also be checked.
- Increasing the number of air exchanges per hour and supplying as much outdoor air as possible is recommended, either by natural or mechanical ventilation.
- Ensure that air conditioning filters are cleaned at regular intervals in accordance with the manufacturers instructions.
- When air conditioned air is used for ventilation, minimise recirculation as much as possible.

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

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 touchlessly.

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.

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.

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

- An alcohol-based hand sanitiser must be available 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 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.

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.



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.

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

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.



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.

Face Coverings

The Irish Government has recommended wearing face coverings in situations where it is difficult to practice physical distancing. This may help prevent people who do not know they have the virus spreading it to others.

The Return to Work Safely Protocol states: *'Make face masks available to the worker in line with Public Health advice'.*

If masks are worn they must be clean and they must not be shared or handled by other colleagues. Employers and employees must keep up-to-date with the latest Public Health advice issued in regard to masks by Gov.ie/NPHET.

It is important that employers check regularly for updates on the usage of face masks as advice may be updated.

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

Arrival by Taxi, Drop Off or Parking on the Property

- Before they book or arrive, guests must be informed of the guidelines that apply.
- Guests should enter the property through doors that are automated or manually operated by an employee where possible.
- 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, restaurants and bars and entrances to toilets must all adhere to physical distancing requirements.
- 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 maintained in elevators.
- Signage must be displayed to ensure guests understand procedures 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 be provided with gloves. Good hand hygiene is essential whether wearing gloves or not when handling cash.

Guest Sanitation Amenities

Hand sanitiser must be provided at public entrance and exits and at key locations throughout the property.

*The 2m physical distancing guidance is in line with current Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

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.

Bedrooms

- Guest linen must be removed in a tied bag. When linen is removed from a bed and laundered, employees must 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.
- All reusable information material must be removed; place critical information on single-use leaflets and/or email it.
- 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 should either be removed entirely or replaced following the departure of each guest.

Bathrooms/Ensuite

- 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.

Guest Considerations

- Papers and brochures must only be provided on request in guest bedrooms. Instead, news and information should be provided digitally or guests should be enabled to access news on their own devices.
- Extra pillows and blankets provided only if requested by a guest.
- Package all guest amenities before being placed into a room.





Fáilte Ireland
National Tourism Development Authority

HYGIENE HOTSPOTS – GUEST ROOM



1

SWITCHES & ELECTRONIC CONTROLS

Lights, lamps, switches and electronic controls.

2

HANDLES & KNOBS

Doors, wardrobes, furniture knobs and handles.

3

MAJOR BATHROOM SURFACES

Toilet handles and seats, splash walls, shower/bath controls and taps, sink taps.

4

CLIMATE CONTROL PANELS

5

TELEPHONES, REMOTE CONTROLS & CLOCKS

Handset, dial pads and function buttons.

6

BED & BEDDING

All bed linens including duvet covers, pillowcases and sheets.

7

BATH AMENITIES

Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.

8

HARD SURFACES

Tables, desks and nightstands.

9

OTHER FACILITIES

Iron, safe handle and keypad.

10

IN-ROOM FOOD & BEVERAGE

Cutlery, glassware, ice buckets, mini bars, kettle and coffee maker.



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

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. To eliminate shared devices and equipment, employees must where possible use separate counters and individual stations.

- In all shared office spaces, the Government's Public Health advice on physical distancing must be strictly adhered to. Where necessary, station dividers must be installed.
- Each workstation should be made self-sufficient with an individual computer, telephone and all ancillary equipment. Where not possible cleaning facilities must be made available to employees.
- Where possible there should be a designated employee at Front of House to control physical distancing measures.
- In offices where meetings/consultations take place, the physical distancing protocol is to be adhered to and entry numbers limited.
- Seats and tables of all guests must be cleaned and disinfected regularly.

Guest Considerations

Debit/credit card machines must 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.

Print newspaper services should be discontinued and all packages should be placed in sealed single-use plastic bags.

Packages delivered to a guest must be placed outside their room. The delivery person must then call the room and wait 2 metres* away to ensure the package is received by the guest.



*The 2m physical distancing guidance is in line with current 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

Besides the steps listed above, management must:

- Ensure regular checks are carried out to ensure the proper functioning of soap and hand sanitiser dispensers, disposable tissue dispensers and other similar devices.
- Repair or replace defective units.



Bars, Function Rooms & External Smoking Areas

- In these areas, the amount of seating and stools must be reduced to ensure the recommended physical distancing measures.
- The capacity of these areas must be reviewed.
- Management must use the Government's Public Health advice to calculate the maximum number of people (including service personnel) allowed to enter these areas at any one time.

15. Food & Beverage

Management must aim to follow the Government's Public Health advice throughout all food & beverage areas including restaurants, bars, lounges, etc. To achieve this, the following steps must be taken:

- 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 at each access point. 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.
- New SOPs that comply with best practice must guide employees in how to 'Meet, Greet and Seat'. 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.

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 and stools must be reduced and guests must order from their seat wherever possible to reduce queues.
- Physical distancing of 2 metres* at a table does not apply within members of a household.

Self-Service Carvery or Buffet

- This style of service must only be provided where physical distancing and other Public Health advice can be followed.
- Maintain physical distancing by staggering service and placing 2 metre* markings on floor to highlight distance if queuing is unavoidable.
- All foods in the bain-marie or hotplate must be shielded from guests. Employees must plate up and serve food.
- All trays used by guests must be cleaned between uses.
- All goods/foods, visual displays, etc. must be covered and only handled by appointed employees.
- Where food is served buffet-style, all items displayed for guest use must be individually wrapped or be a single serve item. Common tongs or ladles must not be used.



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Table Service

- Front of House personnel allocated to serve individual tables for service adhere to physical distancing where possible.
- Open bar snacks or 'finger food' will be served to individual guests and not shared by a table.
- 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.
- Tableside cooking must be suspended if physical distancing cannot be adhered to.
- Before serving a table and after clearing a table, all employees must wash their hands for a minimum of 20 seconds or use sanitiser if hands are visibly clean.

Order Taking

- Menus must be single use or 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 are not to 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](#).
- 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.
 - 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.
- All employees must wash their hands frequently and as required with soap and water, for a minimum of 20 seconds or use 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.
- Jugs will no longer be available on counters because those using the counter as a dining facility (whilst maintaining physical distancing) may not be from the same household.

*The 2m physical distancing guidance is in line with current 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.).
- Cutlery must be stored in a cutlery drawer or similar until required.
- 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.

Guidance updates are available on the FSAI website. Please see [HERE](#) for more information.

If you can't ensure that employees stay 2 metres* apart at all times, you must apply the Return to Work Safely Protocol.

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

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.

Payment Facilities

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

If handling cash, employees should be provided with gloves and observe the Government's Public Health advice on hand hygiene measures.



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16. Kitchen

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.
- Control and minimise movement between zones. You must also limit numbers of people in the kitchen and record the times that each employee was present.
- Display signs that promote physical distancing and revisit all handwashing/good hygiene practice signs. Replace them if they are damaged or outdated.
- At the end of each shift, clean and disinfect each area systematically. All cleaning must be recorded by a suitably trained person.

Guidance updates are available on the FSAI website: www.fsai.ie

A review of the size of the kitchen and the requirement for 2 metre* physical distancing may dictate the requirement to wear face coverings.

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.

- Ask guests to place their tray or trolley outside their room when they finish their meal and then notify the relevant employee to retrieve it.

Guest Considerations

- Housekeeping services must clean and disinfect laminated room service menus.
- Consider other menu delivery options e.g. feature the menu on the in-house TV channel.
- Minibars must have all loose product removed and the bar then be locked. Items can be made available upon request from Room Service.

18. Meetings & Events

Cleaning Protocol

- 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.
- After each group use, clean and disinfect conference room doors, tables, chairs, light switches and other equipment.

Physical Distancing Protocol

- All food and beverage items must be individually plated and served.
- Coffee and other break items to be served by employees rather than self-service.
- Condiments must be served in individual single-use sachets.
- Seating capacities and floor plans to be reviewed on an event-by-event basis to ensure the recommended physical distancing.

Guest Considerations

- Individual bottled water provided rather than water carafes on meeting tables and at water stations.
- Develop examples of physically distanced floor plans for Event Management use.
- 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.

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.

Physical Distancing Protocol

- Theatre seating and capacity must be managed to allow for the recommended physical distancing between groups of guests.

- Limit performance schedules to allow for adequate cleaning after performances.

Guest Considerations

- Performers must follow in-house employee hygiene policy.
- Theatre refreshment stations must follow food & beverage protocols.
- Employees must assist in guest movement and flow to ensure physical distancing protocols are followed.

20. Pool & Gym Operations

(Re-opening of facilities is dependent on the relevant phases of the Government roadmap)

Cleaning & Disinfection Protocol

- Viewing chairs and seating must be removed completely.
- 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.

Additional Recommendations

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

Physical Distancing Protocol

- A designated employee must ensure the maximum pool capacity is not exceeded. Alternatively, guests can book their preferred pool time.

- Guests must be encouraged to use their rooms for changing, although they can use the changing rooms if they wish to.
- A strict disinfection programme of the changing rooms must be put in place and maintained.

Gym Recommendations

- A designated employee must ensure that the gym's maximum capacity isn't exceeded. Alternatively, guests can book their preferred time slot in the gym.
- 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, guests must be encouraged to use their rooms for changing. However they can be allowed to use the changing rooms if they wish.
- The gym must be supplied with as much ventilation as possible.

*The 2m physical distancing guidance is in line with current Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

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 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

- Only one player must travel in a cart unless accompanied by people who are part of the same household.
- 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.
- 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 put in place to avoid the handling of cash.
- 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.

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.



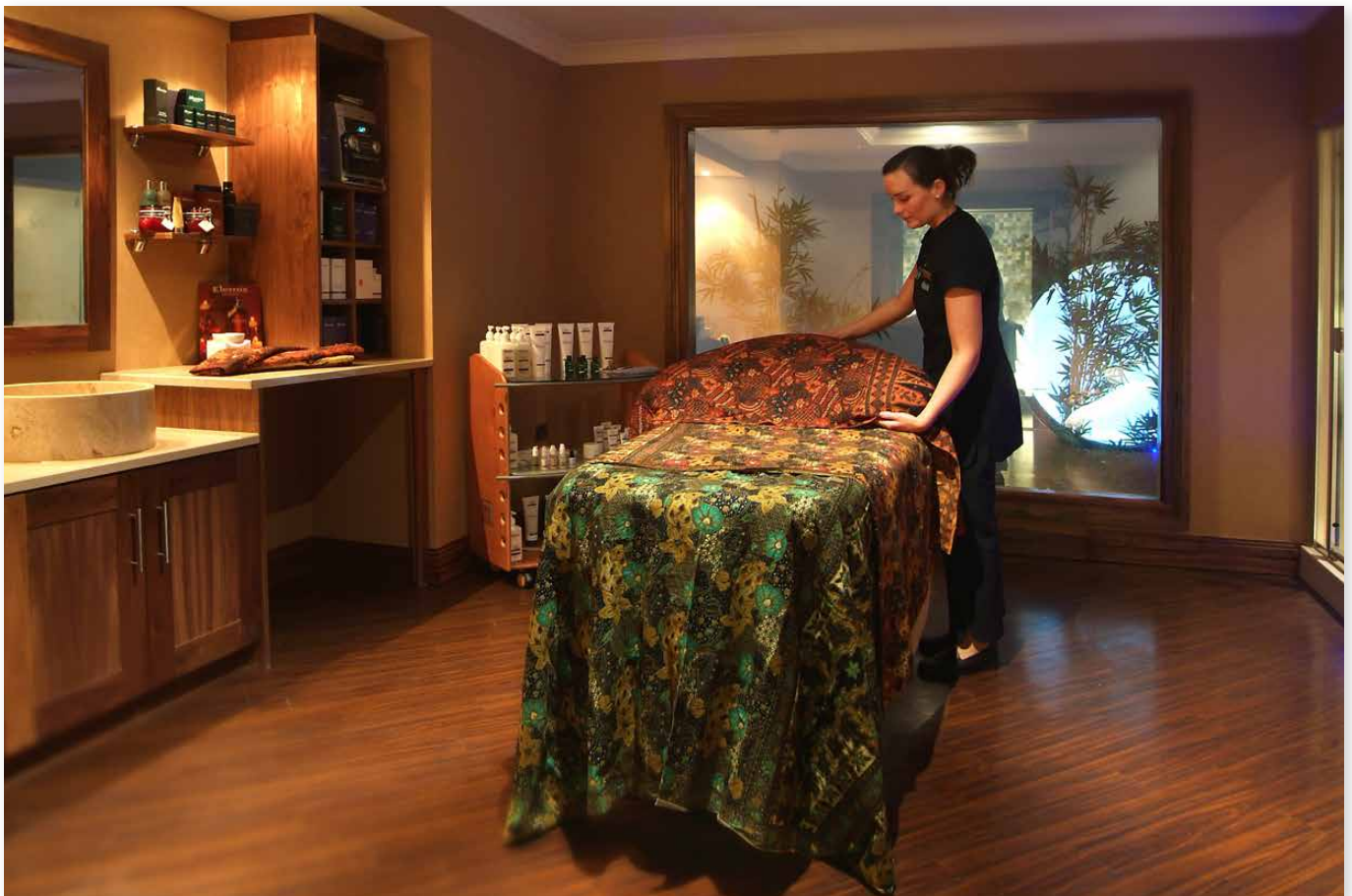
22. Spas

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

- Where physical distancing cannot be reasonably practised, therapists must be provided with appropriate PPE and safeguards, such as screens, training and instruction. Above all, it must be emphasised that gloves are no substitute for good handwashing.
- All PPE must be disposable and be placed in a separate disposable plastic bag after each treatment.
- Alternative express treatments can also be offered such as stress management and options that do not involve touch.



23. Weddings

On Arrival

- To avoid making direct contact with doors, guests should enter the property through doors that are automated or manually operated by an employee where possible.
- Hand sanitisers (touchless whenever possible), will be placed at all entry points. **These must have a minimum alcohol content of 60%.**

Drinks Reception

- A private room should be used, if available.
- 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.
- Table and guest spacing must adhere to Government's Public Health advice.
- Hand sanitiser must be made available at the entrance to the dining room.
- Management must ensure 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:
 - 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.
- Ensuring distancing on the dance floors:
 - Signage on tables and dance floors must ask guests to respect physical distancing guidelines.
 - Employees must monitor and manage distancing.

Also to Remember

- All third-party suppliers must ensure they adhere to the Government's Public Health advice.
- Clear signage must be in place to request physical distancing.
- The maximum number of people attending a function (including service personnel) must be in line with the Government's Public Health advice.





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