



## COVID-19 CONTROL MEASURES

*Thank You for putting your faith in us.*

OUR PRIORITY IS TO ENSURE A MOST ENJOYABLE STAY FOR ALL OUR GUESTS AND, AS COVID-19 CONTINUES TO IMPACT ON OUR COMMUNITIES, WE HAVE IMPLEMENTED A NUMBER OF STRINGENT CONTROL MEASURES ACROSS EACH DEPARTMENT OF THE HOTEL AS ADVISED BY THE GOVERNMENT OF IRELAND – THESE ARE THE GUIDELINES THAT ARE REFERRED TO IN THIS DOCUMENT. AS MEMBERS OF FÁILTE IRELAND AND LEADING WORLDWIDE COLLECTION OF PREFERRED HOTELS & RESORTS, FOR YEARS WE HAVE BEEN RECOGNISED AS CONSISTENTLY MAINTAINING THE HIGHEST STANDARD, SO YOU CAN REST YOUR HEAD HERE FULLY ASSURED THAT WE ARE ENSURING THE SAFETY OF OUR VALUED GUESTS AND OUR EMPLOYEES. . WE HAVE ALSO BEEN AWARDED THE FÁILTE IRELAND SAFETY CHARTER. THIS ASSURES THAT WE ARE OPERATING IN LINE WITH THE CURRENT GOVERNMENT GUIDELINES WITH THE NECESSARY SAFETY AND CLEANING PROTOCOLS IN PLACE THROUGHOUT THE HOTEL.

### PRIOR TO YOUR ARRIVAL

YOU WILL RECEIVE IN WRITING THE LATEST INFORMATION FROM OUR RESERVATIONS TEAM WITH AN OVERVIEW OF SOCIAL DISTANCING REQUIREMENTS AND OUR SANITISATION MEASURES.

ALL DINING RESERVATIONS MUST BE MADE IN ADVANCE. IF YOU DO NOT RESERVE YOUR DINING PRIOR TO YOUR ARRIVAL WE CANNOT GUARANTEE YOUR DESIRED TIME UPON ARRIVAL.

PLEASE NOTE THAT THE IRISH GOVERNMENT FOLLOWS THE EU "TRAFFIC LIGHT" SYSTEM FOR TRAVEL. TO VIEW THE CURRENT GOVERNMENT GUIDELINES IN RELATION TO QUARANTINE REQUIREMENTS FOR TRAVELLERS ARRIVING FROM OUTSIDE OF THE ISLAND OF IRELAND PLEASE [CLICK HERE](#). WE DO NOT PROVIDE QUARANTINE FACILITIES AT KILLARNEY ROYAL.

INFORMATION ON COVID-19 PREVENTION AND IN-DEPTH INFORMATION ON OUR COMPANY RESPONSE MEASURES ARE AVAILABLE ON REQUEST WITH DETAILED PROCEDURES IN THE EVENT OF GUESTS FEELING UNWELL.

PLEASE INFORM OUR RESERVATIONS TEAM SHOULD YOU REQUIRE ANY ADDITIONAL ASSISTANCE ON ARRIVAL TO ENHANCE YOUR SAFETY.

PLEASE BE AWARE THAT YOUR CONTACT DETAILS WILL BE KEPT ON FILE FOR 1 MONTH AFTER YOUR DEPARTURE IN THE EVENT THAT CONTACT TRACING IS REQUIRED. YOUR INFORMATION WILL ONLY BE USED FOR THIS PURPOSE AND WILL NOT BE USED FOR OTHER PURPOSES WITHOUT CONSENT.

## UPON YOUR ARRIVAL

OUR FRONTLINE STAFF HAVE ALL RECEIVED TRAINING ON OUR COVID CONTROL MEASURES AND ALL ARE PRACTICING SOCIAL DISTANCING AND HAND AND RESPIRATORY HYGIENE.

IN LINE WITH THE LATEST GOVERNMENT GUIDELINES FACE MASKS MUST BE WORN IN PUBLIC AREAS THROUGHOUT YOUR STAY. YOU MAY REMOVE YOUR MASK WHILE SEATED FOR DINING.

PERSPEX SCREENS HAVE BEEN INSTALLED AT RECEPTIONS DESK.

SANITISATION STATIONS HAVE BEEN DEPLOYED IN ALL AREAS OF THE HOTEL AS REQUIRED TO ENCOURAGE HAND AND RESPIRATORY HYGIENE. UPON ENTERING THE BUILDING, WE WILL ASK THAT YOU SANITISE YOUR HANDS.

PERSONAL PROTECTIVE EQUIPMENT WILL BE AVAILABLE UPON REQUEST.

## DURING YOUR STAY

PERSPEX SCREENS HAVE BEEN PLACED AT OUR RECEPTION DESK FOR EXTRA PROTECTION.

GUIDES AND SIGNAGE ARE VISIBLE THROUGHOUT THE HOTEL TO INFORM YOU OF THE SOCIAL DISTANCING AND HYGIENE REQUIREMENTS IN EACH AREA.

FOR YOUR SAFETY, YOU MAY BE ASKED TO WAIT TO ENTER OR TO VACATE CERTAIN AREAS AT TIMES SHOULD THE NUMBER OF PEOPLE GATHERED BE NEARING CONTRAVENTION OF THE SAFETY GUIDELINES.

YOU ARE ASKED TO ADHERE TO THE SOCIAL DISTANCING GUIDELINES AND PRACTISE THESE THROUGHOUT YOUR STAY WHEN INTERACTING WITH FELLOW HOTEL GUESTS AND EMPLOYEES.

SOCIAL DISTANCING IS BEING OBSERVED THEREFORE NUMBERS WILL BE MONITORED AND OCCUPANCY LIMITED BY CHANGES TO THE LAYOUT OF OUR PUBLIC AREAS, DINING FACILITIES AND IN ALL EMPLOYEE AREAS.

SANITISATION STATIONS ARE DEPLOYED IN ALL AREAS OF THE HOTEL AS REQUIRED BY THE HSE AND ARE PLACED IN PROMINENT AREAS TO ENCOURAGE HAND AND RESPIRATORY HYGIENE.

THE PROCESS, UTILISED PRODUCTS AND FREQUENCY OF OUR ALREADY STRICT HYGIENE PROCEDURES HAS BEEN ENHANCED, FOCUSING ON DEEP SANITISATION IN ALL GUEST AND EMPLOYEE AREAS, TO ENSURE MAXIMUM PROTECTION OF ALL PERSONS ON THE PROPERTY AND IN COMPLIANCE WITH THE LATEST GUIDELINES. A DEDICATED TEAM IS ON DUTY ON A CONSTANT BASIS FOCUSING EXCLUSIVELY ON CLEANING AND SANITISATION OF ALL PUBLIC AREA TOUCHPOINTS SUCH AS DOOR HANDLES, ELEVATOR BUTTONS AND BANISTERS.

EMPLOYEES ARE WEARING PERSONAL PROTECTIVE EQUIPMENT WHERE STIPULATED BY THE GUIDELINES.

IN LINE WITH THE LATEST GOVERNMENT GUIDELINES FACE MASKS MUST BE WORN IN PUBLIC AREAS THROUGHOUT YOUR STAY. YOU MAY REMOVE YOUR MASK WHILE SEATED FOR DINING.

CONTACTLESS PAYMENT IS FACILITATED WHERE POSSIBLE.

ELEVATOR USAGE IS MONITORED TO LIMIT CAPACITY AND PRIORITY ACCESS WILL BE GRANTED TO PHYSICALLY CHALLENGED GUESTS.

## YOUR DINING EXPERIENCE

ALL DINING RESERVATIONS MUST BE MADE IN ADVANCE.

FOR YOUR SAFETY, YOU MAY BE ASKED TO WAIT TO ENTER OR TO VACATE CERTAIN AREAS AT TIMES SHOULD THE NUMBER OF PEOPLE GATHERED BE NEARING CONTRAVENTION OF THE SAFETY GUIDELINES.

RESIDENTS THAT DO NOT BOOK IN ADVANCE UNFORTUNATELY MAY NOT BE ABLE TO BE FACILITATED DUE TO SOCIAL DISTANCING GUIDELINES.

A ROOM SERVICE MENU IS AVAILABLE AS AN ALTERNATIVE TO IN-RESTAURANT DINING AND CAN BE VIEWED IN THE GUEST DIRECTORY.

DINING STAFF ARE PRACTISING SOCIAL DISTANCING AND ARE FULLY TRAINED IN THE HOTEL'S COVID CONTROL MEASURES.

SANITISATION STATIONS ARE AVAILABLE AT EACH ENTRY AND EXIT POINT.

TABLES ARE ADEQUATELY SPACED APART AND THE NUMBER OF DINERS IN ALL DINING AREAS IS LIMITED IN-LINE WITH THE GUIDELINES.

ALL TABLES AND TABLEWARE IS THOROUGHLY SANITISED AFTER EACH DINING PARTY VACATES.

CONDIMENTS HAVE BEEN REMOVED FROM TABLES AND WILL BE SERVED TO YOU DURING YOUR DINING EXPERIENCE.

CONTACTLESS PAYMENT IS FACILITATED WHERE POSSIBLE.

ROOM SERVICE CAN BE CONDUCTED WITH MINIMAL CONTACT OR YOU MAY OPT TO HAVE YOUR ORDER LEFT OUTSIDE YOUR DOOR. ALL FOOD IS COVERED THROUGHOUT TRANSIT.

## SANITISATION OF YOUR BEDROOM

THOROUGH CLEANING AND SANITIZATION OF ALL BEDROOMS IS CONDUCTED PRIOR TO CHECK-IN USING HOSPITAL-GRADE CLEANING PRODUCTS.

DISINFECTANTS ARE USED DURING THE ROUTINE CLEANING OF EACH ROOM INCLUDING SANITISATION OF TVs, REMOTE CONTROLS, GUEST DIRECTORY, TABLES, DOORKNOBS, LIGHT SWITCHES, THERMOSTATS, DESKS, CHAIRS, TELEPHONES, MIRRORS, CLOSETS, HANGERS, IN-ROOM BINS, TOILETS, FAUCETS, SINKS AND BATH/SHOWERS.

ADDITIONAL DISINFECTANT HAS BEEN ADDED TO THE LAUNDRY PROCESS.

ROOM ATTENDANTS AND SUPERVISORS ARE TRAINED IN COVID CONTROL MEASURES AND WEAR NEW PERSONAL PROTECTIVE EQUIPMENT WHEN CLEANING EACH ROOM.

YOUR ROOM ATTENDANT WILL OPEN WINDOWS DURING ROOM SERVICING TO ENSURING ADEQUATE VENTILATION.

HAND SANITISER AND SANITISING WIPES ARE AVAILABLE IN EACH BEDROOM

ROBES AND SLIPPERS CAN BE PROVIDED ON REQUEST, WHERE NOT ALREADY AVAILABLE IN THE BEDROOM. ALL ROBES ARE WASHED AFTER EACH USE AT A TEMPERATURE ABOVE 60 DEGREES AS PER THE GUIDELINES.

## EMPLOYEE AREAS

SOCIAL DISTANCING IS OBSERVED IN ALL EMPLOYEE AREAS.

SANITISATION STATIONS ARE IN PLACE IN ALL EMPLOYEE AREAS OF THE HOTEL AS REQUIRED, INCLUDING AT ENTRY AND EXIT POINTS.

THOROUGH CLEANING AND SANITISATION IS TAKING PLACE IN ALL EMPLOYEE AREAS ON AN ONGOING BASIS WITH HOSPITAL-GRADE CLEANING PRODUCTS.

SIGNAGE AND E-COMMUNICATIONS ARE IN PLACE TO ENSURE THAT ALL EMPLOYEES AND SUPPLIERS UNDERSTAND AND ADHERE TO THE GUIDELINES.

EMPLOYEES HAVE BEEN PROVIDED WITH COVID-19 INFORMATION AND POLICY BOOKLET, HAVE SIGNED A COMMITMENT TO OUR CODE OF CONDUCT AND ARE CHAMPIONS OF OUR OPERATING PROCEDURES.

EMPLOYEES HAVE UNDERGONE COMPREHENSIVE COVID-19 INDUCTION TRAINING, AS WELL AS DEPARTMENT AND JOB-SPECIFIC STANDARD OPERATING PROCEDURE TRAINING, ENSURING THAT ALL OUR EMPLOYEES ARE FULLY EQUIPPED TO PERFORM THEIR DUTIES TO THE HIGHEST STANDARDS.

OUR FRONTLINE TEAM HAVE DISINFECTANT AVAILABLE AND WILL BE REQUIRED TO DISINFECT SURFACES AND TOUCHPOINTS INCLUDING GUEST PENS, ROOM KEYS AND CARDS BETWEEN GUESTS.

MANAGERS AND SUPERVISORS WILL MONITOR THE PROPER USE OF ALL PERSONAL PROTECTIVE EQUIPMENT AMONG EMPLOYEES AND ENSURE THAT IT IS DISPOSED OF AND REPLACED IN ACCORDANCE WITH THE GUIDELINES.

MANAGERS AND SUPERVISORS ARE CONTINUING TO MONITOR STRICT COMPLIANCE WITH REGARDS TO SOCIAL DISTANCING, REGULAR HAND WASHING AND COUGH ETIQUETTE.

OFFICES AND ALL EMPLOYEE AREAS HAVE BEEN REARRANGED TO ALLOW FOR SOCIAL DISTANCING AND INCREASED SANITISATION.

EMPLOYEES WHO ARE NOT REQUIRED TO FULFIL THEIR DUTIES ON SITE WILL CONTINUE TO WORK FROM HOME.

WINDOWS WILL BE KEPT OPEN WHERE POSSIBLE TO ENSURE GOOD VENTILATION.

SUPPLIERS WILL BE REQUIRED TO ADHERE WITH THE COVID CONTROL MEASURES.

DELIVERIES ARE SCHEDULED TO ALLOW SUFFICIENT TIME BETWEEN EACH DELIVERY AND TO ALLOW FOR SOCIAL DISTANCING DURING SAME.

WASTE COLLECTION WILL NOT COINCIDE WITH LINEN AND FOOD DELIVERIES.

## IN THE KITCHEN

THE ALREADY STRICT KITCHEN HYGIENE PROCEDURES IN PLACE HAVE BEEN ADAPTED TO FULLY COMPLY WITH THE COVID GUIDELINES.

ALL EMPLOYEES ARE TRAINED IN ANY NEW COVID-19 STANDARD OPERATING PROCEDURES ADOPTED BY THE BUSINESS.

THE NUMBER OF EMPLOYEES IN THE KITCHEN AREA IS KEPT TO A MINIMUM AND WORKSTATIONS HAVE BEEN REARRANGED. EMPLOYEES ARE WORKING IN TEAMS TO AVOID ANY UNNECESSARY INTERACTIONS.

ALL EMPLOYEES WITHIN THE KITCHEN ARE WEARING APPROPRIATE PERSONAL PROTECTIVE EQUIPMENT AND OTHER SAFETY EQUIPMENT AS PER THE HACCP GUIDELINES.

ALL ITEMS ARE SANITISED WITH APPROPRIATE CLEANING CHEMICALS, CLEANED AND REPLACED AS PER THE GUIDELINES.

SIGNAGE IS DISPLAYED THROUGHOUT THE KITCHEN REMINDING STAFF OF SOCIAL DISTANCING MEASURES AND WITH A REMINDER ABOUT HANDWASHING AND HYGIENE PRACTICES.

AT THE END OF EACH SHIFT EACH WORKSTATION AND THE UTENSILS ARE DISINFECTED AND CLEANED AS PER THE GUIDELINES. ALL CLEANING IS RECORDED BY A DEDICATED STAFF MEMBER.