

# TRUST & CARE PROGRAMME

**Our hotels have a long-standing commitment to cleanliness and safety for our guests and team.**

We continue this commitment during the public health crisis. The following health and safety guidelines represent best practises for the hotel industry, in accordance with Failte Ireland and HSE guidelines in the current phase. It is anticipated that these guidelines will evolve based on the recommendations of the public health authorities and must be done in compliance with any government, national and local laws.

## YOUR PRE-ARRIVAL/ARRIVAL

- Full details of your pre-arrival will be emailed to you the day before you travel to include; accessing your room, dining in the hotel, use of hotel facilities and recommendations of things to do in Cork.
- Access to the hotel will be clearly signed and mapped to ensure that social distancing is maintained.
- We have increased our frequency of cleaning and sanitising in all our public areas with special attention to high touch points.
- The use of technology will reduce direct contact with guests. At the reservation stage we will take as much information as possible which will in turn reduce the time spent at reception, we hope to be able to offer an express check-in for 100% of our guests which will take you less than one minute.
- Where possible, contactless payments will be encouraged.

## YOUR BEDROOM

- All areas of your bedroom have been deep cleaned and sanitised by our highly trained team.
- There will be a guarantee seal of cleaning placed on your door after this is completed and no one will enter your room between then and your arrival.
- Some items such as reading materials and guest folders have been removed to reduce touch points.
- All materials/guest information will be available digitally via our in-room TVs.
- Your room will have all the same facilities as before but how they appear may look different.
- Accommodation service will not enter a guest room during your stay unless specifically requested, or approved, by the guest, or to comply with established safety practices.

## YOUR DINING EXPERIENCE

- Lobby, Bar and Restaurant areas have been rearranged to accommodate the recommended social distance.
- Breakfast will be served A la Carte in restaurants for the foreseeable future.
- Dinner service will be available in our restaurants and there will be additional measures in place to accommodate social distancing and other hygiene practices.
- Reservations are highly recommended to ensure your safety and comfort.
- Linens, towels and all laundry shall be laundered to the highest standards in accordance with HSE guidelines.
- In lieu of offering physical newspapers all guests will be able to avail of many national and worldwide publications through our complimentary Press Reader App.
- All our suppliers are reputable local companies who have guaranteed standards for sanitising and hygiene.

## SOCIAL DISTANCING & QUEUING

- All public areas are clearly marked for appropriate social distancing, and this will be closely supervised by the highly trained team on duty.
- Guests will be reminded at all times to practise social distancing by standing away from other groups of people not travelling with them.
- Only one person or one family from the same household will be allowed in the elevator at any time based on the current guidelines of 2 meters.

## OUR PEOPLE

- All the team have been trained before returning to duty in all matters of hygiene, health and safety in accordance with HSE guidelines.
- Some of our team may wear PPE if deemed necessary for health and safety reasons in accordance with the HSA, Failte Ireland and HSE guidelines. Any presence of PPE will not impact your experience and we want you to feel comfortable if you wish to wear it for your own reasons.
- In addition to our regular hand washing routine, our team will be frequently using hand sanitising stations conveniently located for their regular use.
- We adhere to only the highest standards of hygiene and have increased the frequency of our cleaning and disinfecting of all high touch areas in accordance with HSE guidelines.
- All our team are monitored daily for any symptoms along with smart shift rostering.
- Social distancing among our team shall be practised and monitored as a priority.

## OUR FACILITIES

- Our facilities may re-open with restrictions to facilitate social distancing.
- Please contact our front desk on arrival for the latest updates on our facilities and any necessary booking requirements.

## ROOM RECOVERY PROTOCOL

- In the event of presumptive case of Covid-19, our team are trained in a protocol to manage the situation in an efficient manner.
- This includes extensive measures for deep-cleaning and layoff period of the room before it is brought back into service.

**The above programme is a guide to what you will experience during your stay with us in any of our three properties, The Metropole Hotel Cork, Cork International Hotel and Cork Airport Hotel. All cleaning products are [HSE](#) approved disinfectants that meet requirements for use and effectiveness against viruses and bacteria. We will continuously review all advice and guidelines from governing bodies to ensure that we are compliant and providing the most safe and trusted environment for you. For any reason if you wish to discuss your stay in relation to these measures please do pick up the phone and our General Managers would be delighted to have a conversation.**

## ROGER RUSSELL, CARMEL LONERGAN & DIARMUID VAUGHAN GENERAL MANAGERS