



Dear Guest,

Thank you for your enquiry with The Castletroy Park Hotel. In this time of uncertainty, we can assure you that the safety of our guests and staff alike is our highest priority. This document outlines a set of guidelines we have implemented within the Hotel in line with Government standards for the comfort, safety and wellbeing of our guests & our team.

### **Public Areas**

- Flow through the building has been adapted to allow a one-way system through the hotel with signage in all areas advising persons. Signage is also displayed reminding patrons of social distancing.
- Protective guards are in place at the front desk. We ask that one guest per booking comes to the desk for check in and use card payments where possible. To limit the need for repeat contact we are asking all guests to avail of our express check out.
- A return key system is in place where keys are returned into a bowl of disinfecting solution.
- All staff will be wearing masks for safety.
- Staff on commencement and completion of work have temperatures taken prior to assuming duties daily. A full HR policy is also in place in line with best practice.
- Social distancing is in place for staff throughout hotel and in our offices.
- We have carried out training with our team on infection control & prevention. All staff are fully aware of their responsibilities when it comes to the prevention of the spread of infection.
- A team leader has been appointed in each area of our business with responsibility for Infection Control & Prevention and they have completed a course in relation to this. As part of our on-going commitment a senior member of our Management Team has completed a healthcare standard course on Infection Prevention & Control. This team member will be in charge of managing and monitoring our compliance at all times.
- Numerous sanitizer points are in place throughout the property on entrances, back of house and high-volume areas. We have also placed these on dining tables.
- A dedicated Housekeeping assistant is sanitizing all public areas regularly.
- Natural air is being circulated where possible in public areas with windows and doors open.

- Credit card machines are sanitized in all departments following use.
- We carry out decontamination with an antiviral ISO 9001 certified electrostatic sprayer nightly of the Hotel which sterilises each area.

### **Meetings & Events**

- Our conference rooms are being thoroughly sanitised prior to arrival with windows left open prior to client entry.
- Conference/meeting rooms have been set with social distance measures in place with individual tables.
- There are hand sanitising stations in each room.
- Tea/coffee is available and made to order.
- All condiments for breaks are individually wrapped.
- Bottled water is available for the duration of conferences.

### **Dining Areas**

- Please Wait to be Seated Signs are in place with a host greeting guests and seating.
- One Way System in place and signage clearly visible.
- Call & Collect menus available. All available menus are available via our website on [www.castletroypark.ie/menus](http://www.castletroypark.ie/menus) therefore guests can view menus on personal phones and not require our in-house menus.
- Ample courtyard dining space is available so guests can dine in the open air with social distancing of tables. Guests can bring own comforters to this area if they wish.
- Menus have been placed in clear plastic holders and sanitised before & after each customer.
- Bottled water is available at reduced rates.
- Individually wrapped cutlery & condiments.
- All glassware & cutlery has been cleaned in an over 70-degree wash.
- We encourage payments to be completed via contactless format at tables.

### **Accommodation**

- Windows are being left open in guest rooms after departure to ensure clean air circulation. We ask that guests leave their windows open when they are vacating their rooms.
- Once a guest checks out, we carry out decontamination with an antiviral ISO 9001 certified electrostatic sprayer.
- Housekeeping department staff wearing personal protective equipment.

- We have removed any unnecessary objects from rooms such as pens, cushions, throws.
- Stayover rooms are being serviced but if guests do not want us to enter the room during stay we request that the “Do Not Disturb Sign” is placed on the door. Amenities can then be provided on request.
- We advise guests to use the stairways and avoid lifts where possible.

### **Leisure Facilities**

- The gym & swimming pool are available to on a reservation only basis.
- The swimming pool is limited to five lanes with one individual or one household per lane.
- The Jacuzzi is open for one individual or one household group for 10 minutes at a time.
- The sauna is limited to one individual or two per household. The steam room remains closed until further notice.
- We carry out decontamination with an antiviral electrostatic sprayer nightly of the Hotel which sterilises each area and it is carried out after each session in the leisure club.

While you are at the hotel, we would like to remind you to please:

- Sanitise and wash your hands as often as possible
- Cover nose & mouth when coughing
- Advise if you have any flu-like symptoms; we have additional protocols in place in the handling this situation.

We'd like to thank you for your ongoing co-operation with us at this time as we adapt to a new normal in the hotel. We look forward to welcoming you with the same warmth & hospitality we have always done. While Covid-19 is a continuous & fluid situation, we are committed to keeping you informed and to care for you as a valued guest.

Kind Regards,  
Management  
Castletroy Park Hotel