

# Celtic Ross Hotel Safe Stay Programme

Updated: 19/06/2020

As reopening preparations are underway, the safety of our guests and colleagues is paramount. We are now taking bookings from 9th July and will continue to monitor government guidelines closely. Following guidelines issued by the HSE, IHF, WHO, our Government and Failte Ireland, we are implementing our Response Plan, rolling out enhanced protocols & advanced training to ensure The Celtic Ross Hotel is a safe environment for you & your loved ones.

As we look forward to welcoming guests back to West Cork – 20 days and counting, hygiene and safety are at the forefront of all our preparations. Our team have completed advanced safety and hygiene training. We have undertaken departmental assessments to identify necessary changes to the day-to-day running of our hotel, ensuring our services are delivered to you with every precaution possible. As a family-run hotel, our primary focus is the health and wellbeing of our guests and colleagues.

Our friendly West Cork welcome and outstanding customer service is what we pride ourselves on. Combining this level of care with enhanced hygiene protocols will ensure you have a relaxing, enjoyable and safe experience when you visit us at the Celtic Ross Hotel, when you are ready to travel again.

Having reviewed all areas of your guest experience, the following actions are being taken at the Celtic Ross Hotel:

## **Reception and Communal areas:**

Hand Sanitiser units have been put in place at entrances and exits of the hotel, throughout all public areas including reception and dining areas.

Social distancing will be implemented throughout the hotel, and at the hotel reception. Signage and markings will be in place in the hotel lobby and at the reception desk to ensure safe social distancing is implemented for a safe check-in and check-out process.

Screens are being fitted on counters throughout the hotel where close contact between team members and guests are a possibility.

We will issue a pre-arrival confirmation letter via email which will contain a link for express check in to reduce the exchange of forms and pens at reception. We aim to eliminate as many common touchpoints as possible.

We encourage a contactless payment, asking guests to pay by card and accept email receipts where possible. For guests wanting to pay in cash, we are implementing that staff use clean gloves and disinfected after each transaction.

Credit card terminals will be cleaned and disinfected between use.

On check out, key cards will be placed in a box by the guest and will be disinfected after each stay.

HSE guidelines and posters are displayed throughout the hotel.

Regular deep cleaning is carried out throughout the hotel. All surfaces and common touch points including the reception counter, door handles, stair bannisters, chairs, and elevator buttons are

being cleaned, sprayed and disinfected multiple times each day. We have appointed additional cleaning staff across all areas.

Windows and doors will be opened to allow fresh air to circulate throughout the public areas.

### **Bedrooms:**

As always, our accommodation team will carry out an impeccable deep clean and full sanitisation of all guest bedrooms.

Extra time will be assigned per room to allow for high-risk areas to be thoroughly sanitised. All common touchpoints are being cleaned and disinfected, including phones, remote controls, handles and switches.

We will be using fogging machines to sterilize the rooms prior to check-in. Rooms will then be sealed for your reassurance.

We have removed non-essential common touch items from the bedrooms including a guest literature; guest directory magazine, brochures, room service menus, newspapers and magazines. Guest in-room dining menus and guest directory magazines will now be supplied digitally, via QR codes to scan.

Non-essential decorative textiles and furnishings will be removed from the bedrooms, i.e. bed throws & cushions.

Our Bed linen is always washed and sterilised at over 70 degrees to eliminate any potential bacteria and viruses. We have our own onsite laundry facilities so we can ensure mattress & pillow protectors are treated and sterilised between each guest stay.

For guests staying 4 nights or less, your room will not be serviced. We will supply fresh towels/toiletries on demand. For additional night stays (beyond 4 nights), rooms will be cleaned at a pre-booked time, when guests are not in the room.

### **Dining & Beverages:**

We have restructured our dining areas and seating arrangements to ensure social distancing is in place throughout all dining outlets.

We have reduced the amount of tables in our Kingfisher bistro and Causeway Restaurant to adhere to social distancing measures. We have opened up an additional dining area in our Ardagh Suite for non-residents dining.

Alfresco dining space has also been expanded to ensure a minimum of 2 metres between each guest. We have also introduced a Food Truck, CRAFT onsite with a grab and go options available.

Breakfast will be plated and served by a member of staff and continental buffet will be replaced with an extensive table service menu.

Where possible, we have replaced menus with QR codes and we have limited menus printed, for those that prefer, on materials that will allow cleaning and sanitising of menus before and after use. Tables and chairs will be cleaned and sanitised between each use.

Single use condiments will be implemented in our dining areas.

Drinks will be available by table service, ensuring no congregation at the bar counter and safe social distancing is adhered to.

We encourage a contactless payment, asking guests to pay by card or Contactless payment (Apple Pay/Google Pay) where possible.

Our team have completed advanced Covid-19 specific safety and hygiene training.

Regular deep cleaning, washing and sterilisation are carried out across all areas.

**Leisure Centre:**

Our pool will be divided into sections to adhere to social distancing and will require guests to pre-book a time. There will be a 30 minutes interval between sessions to facilitate deep cleaning of changing facilities. Hotel residents will have the option to change in their rooms and go straight out on to the pool deck therefore not using the changing rooms if they prefer. Robes can be provided to facilitate.

Our steam room and sauna are temporarily closed as a precautionary measure.

We are limiting the capacity in our gym to 2 guests at one time. We ask guests to use antiseptic spray on machines after use. A staff member will ensure this is done regularly.

Regular deep cleaning and sanitisation of communal areas are carried out by our team throughout the day. All surfaces and common touchpoints are sprayed and disinfected multiple times each day.

Whilst we hope that your travel arrangements will not be disrupted as a result of Covid-19, we are offering flexible cancellation terms up to 48 hours prior to arrival and are happy to answer any cancellation or postponement queries you may have. For further information, please contact 023 88 48722 or email [info@celticross.com](mailto:info@celticross.com)

We are highly committed to preventing the spread of Covid-19 and are actively promoting the HSE guidelines regarding hygiene and preventative measures. We ask that our guests and employees remain up to date on these guidelines: <https://www2.hse.ie/conditions/coronavirus/protect-yourself.html>