



THE
KINGSLEY

Covid-19 Protocols

Dear Guest,

We look forward to welcoming you back to The Kingsley. The health and safety of our guests and team are of the utmost importance to us. With that in mind, we have implemented the necessary protocols in line with Fáilte Ireland and government guidelines. All HSE recommendations and Fáilte Ireland Guidelines regarding safe workplace management and best practices are in effect and reviewed daily.

Please find The Kingsley's Covid-19 Operational Protocols below. These protocols will be regularly reviewed to ensure compliance and to identify any areas requiring improvement.

We thank you for your continued support and we look forward to welcoming our guests, visitors and friends back to the hotel soon.

Warmest wishes,

Fergal Harte
General Manager





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BEFORE YOU ARRIVE

- In advance of your stay you will receive a pre-arrival email guiding you through your stay and how to pre-book your dining experiences and the leisure facilities.
- A Safety Information letter will be issued to you upon arrival, explaining the procedures that you will need to be mindful of during your stay.

WHEN YOU ARRIVE

- All entrance doors are automated. No touching is required.
- Bedroom key cards and pens at the reception desk are disinfected after every use.
- Hand disinfection stations have been installed at all entrances and throughout the hotel.

WHAT YOU WILL NOTICE DURING YOUR STAY

General:

- All staff are required to wear face coverings and any relevant PPE unless behind a screen.
- Signage is in place to encourage and remind people about regular hand washing and social distancing.
- Contactless payment and e-invoices are encouraged.
- Newspapers and magazines are on offer digitally via the PressReader App.
- Elevators have a maximum capacity of one guest or one household.
- Furniture has been rearranged to allow for adequate social distancing.
- Air hand dryers have been deactivated until further notice. Guests are requested to use the paper towels and pedal bins provided.



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- A Covid Compliance Officer has been appointed in every department throughout the hotel. They are responsible for ensuring all guidelines and procedures are adhered to.

Dining:

- Restaurant tables have been adequately spaced apart to allow for adequate social distancing. The number of diners will be restricted.
- Disposable paper napkins will be provided until further notice.
- All meals and drinks will be served to your table.
- All condiments have been removed from dining tables and are available upon request.
- Laminated menus are in place.
- Menus are also available digitally via scanning a QR code.
- In-room dining will be conducted with minimal contact. You can opt to have your order left outside your door. All food is covered throughout transit.

In Your Room:

- Government and WHO guidelines for cleaning and disinfecting guest rooms will be strictly adhered to. Frequently touched areas will be thoroughly disinfected regularly (ie., telephones, remote controls, handles, taps, light switches, etc.).
- A fresh set of microfiber cloths is used for each room.
- Cutlery/crockery will be machine washed at temperatures of 82C or higher.
- Bins are disinfected with appropriate chemicals.
- A daily Housekeeping service is currently unavailable, however additional amenities and a room refresh (rubbish collection, towel change, and toiletries replacement) are available upon request. For guests staying 4 nights or more, your room will automatically be serviced on the 3rd night of your stay, this service includes the changing of bed linen.



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- Room attendants will wear a fresh set of disposable PPE for each room they clean. These will be disposed of in line with government guidelines.
- Bed linen will be handled with extreme care so as to avoid lifting dust. Linen will be bagged, sealed and removed for laundering. All linen is laundered at a 70C or above for at least 25 minutes.
- Room attendants will open windows when servicing a room, allowing adequate ventilation.

THE HEALTH CLUB & SWIMMING POOL

- The swimming pool at The Health Club is open with numbers restricted. Swim slots are of a 1 hour duration and pre-booking is essential.
- We recommend using your guest room for changing. Robes and slippers are provided in your room. Towels will be available from The Health Club reception.
- Shower facilities are not available at The Health Club.
- A strict and regular disinfection programme is in place. High-touch points will be frequently disinfected.
- The Steam Room, Sauna, and Jacuzzi will remain closed until further notice.
- The outdoor Hydro Pool is open, however the jets and waterfall are not in operation.
- The pool area will be pressure washed and disinfected each evening and regular chemical/chlorine checks are completed.



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BEHIND THE SCENES

- Prominent signage and hand disinfection dispensers are located throughout the back of house areas.
- All public areas are cleaned and disinfected in line with government and WHO guidelines. High-touch points such as chair arms, tables, handrails, door handles, elevator buttons, etc. are cleaned on a regular basis.
- Vacuum cleaner bags are changed every four days.
- Food Safety/HACCP – we will continue to observe the strictest hygiene practices across all areas of food preparation in our kitchens.
- All dining areas will be ventilated at the end of the day.
- Goods received will be inspected. Any goods in and unsatisfactory condition will be immediately rejected.
- Loading bays are equipped with hand disinfectant for both suppliers and employees.
- The goods received area will be cleaned and disinfected at regular intervals and after each period of use.
- All food and food contact goods are date coded upon arrival and quarantined as appropriate in a designated area. Dry goods are left for 48-72 hours before transferring them to food stores.
- Where possible the outer packaging on chilled goods is removed upon unloading. Alternatively outer packaging will be cleaned using the appropriate cleaning agents.
- Deliveries are staggered to allow sufficient time between each delivery.
- Waste collection has been scheduled to avoid clashing with linen and food deliveries.
- Service elevators are treated in the same way as guest elevators- 1 staff member per elevator. Elevators are regularly disinfected – paying particular attention to buttons and hand rails.



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IN THE KITCHEN

- Kitchens and food prep areas are regularly disinfected. Extra care is given to high-touch points. ie., equipment, surfaces, chopping boards, etc.
- Workstations have been re-arranged so that employees are not facing one other.
- “Teams” have been created to reduce unnecessary interaction and contact between employees.
- Disposable masks, gloves, and hairnets must be worn at all times.
- Menu options have been revised and redesigned to bring them into line with Failte Ireland’s guidelines for the tourism and hospitality sectors.
- All knives and utensils are washed in a dishwasher at a rinse of 82C or sterilised using an autoclave or boiling water.

ADDITIONAL SAFETY MEASURES OUR TEAM ARE TAKING

- Anyone experiencing COVID-19 symptoms will be asked not to attend work and to contact their local Public Health centre.
- Hand disinfectant will be used upon entering the premises, regularly throughout the day, and again when leaving.
- Unnecessary contact or conversation with guests is discouraged. Naturally we are saddened to have to enforce this protocol, as it is out of our nature, however your safety is paramount to us.
- Supervisors monitor the use of PPE and ensure it is disposed of correctly.
- Social distancing guidelines are strictly adhered to, with shifts staggered to ensure adequate social distancing during break times.



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- Additional training has been provided. Supervisors will continue to monitor strict compliance with regard to regular hand washing and cough etiquette.
- Locker rooms will be thoroughly disinfected daily.
- Windows will be kept open where possible to allow for adequate ventilation.
- Personal belongings will be stored in lockers.
- Offices have been rearranged to allow for social distancing, with high touch-points disinfected regularly.
- Meetings will take place over the phone/via teleconferencing. Where face-to-face meetings are necessary, social distancing guidelines will be strictly adhered to. Windows will be open for adequate ventilation and tables, chairs, etc, will be disinfected after use.