

## **Silken Thomas Accommodation response to Covid-19**

Caring for our guests and employees is always priority. While we consistently maintain high standards of hygiene in our accommodation, we have implemented additional measures in response to the Coronavirus (Covid-19). These measures are in place to mitigate any potential risks and follow the recommended guidelines from the HSE and the WHO and are under ongoing review.

### **What we are doing**

While the situation is still evolving rapidly, we know it is important to be prepared to deal with any escalation in the spread of the virus and have the following actions in place:

- Sufficient supply of hand sanitisers, gloves, masks, paper towels and disinfectant materials
- Comprehensive employee communications policy to ensure reliable, up-to-date information is communicated to employees and to clarify procedures and policies around mitigating the risks associated with Covid-19
- Posters in public bathrooms to inform of good hand hygiene, respiratory hygiene and cough etiquette
- Additional tissues available in public areas
- Additional cleaning of public areas and frequently touched surfaces (door handles / reception desk / elevator buttons) – using products which are effective in killing the virus
- Property linen washed on a higher temperature
- We have provided sanitiser stations throughout the building
- We have identified all common touch points and have implemented a thorough sanitisation of these points
- Extra public area staff have been rostered to ensure regular sanitising of commonly touched surfaces
- Our internal communications platforms are ensuring efficient flow of protocols and updates
- We have circulated HSE & WHO guidelines on personal hygiene and travel arrangements to all employees
- We have implemented full procedures for sanitising guestrooms including all touch points e.g. remote controls, handles, light switches
- We are committed to providing the additional manpower required to implement best practice procedures
- We are committed to playing our part in trying to prevent Covid-19 from escalating. We ask that our customers do the same and follow the HSE & WHO guidelines regarding personal hygiene and Covid-19.

### **Guidelines for guests**

Consider the following advice on how to protect yourself from COVID-19 infection.

- Wash hands properly and regularly:
  - o Before and after eating or drinking
  - o After going to the toilet, nose blowing, sneezing or coughing
  - o After cleaning procedures, handling waste and waste bins
  - o After handling contaminated (dirty) items
  - o Whenever hands become visibly dirty

- o If in contact with a sick person, especially those with respiratory symptoms
- Cover mouth when coughing and sneezing:
- Cover nose and mouth with disposable tissues – if you don't have a tissue, cough or sneeze into your arm or sleeve (not hand)
- Place used tissues into a sealed bin – wash your hands
- Avoid touching your eyes, nose or mouth if your hands are not clean
- Review travel guidance from your own country's Department of Foreign Affairs and the Irish Department of Foreign Affairs

### ***Accommodation & Cleaning***

Our guests safety is of utmost importance, we have procedures in place to ensure the highest standard of cleanliness and hygiene are met.

#### ***Procedures for Cleaning Bedrooms***

- Guest bedrooms and bathrooms will be deep cleaned daily
- We have implemented full procedures for sanitising guestrooms including all touch points e.g. remote controls, handles, light switches
- Door handles & doors will be washed with bleach and cleaning agents daily
- All linen and towels will be washed with additional bacterial cleaning agents
- Bedrooms will be sprayed with sanitiser after cleaning

#### ***Public Areas & Cleaning in the hotel***

- Hand sanitiser will be available in various points throughout the property
- Management team will check all public areas every 30 minutes
- All public areas will be deep cleaned on a daily basis
- Elevator and Elevator buttons will be cleaned and sanitised daily
- All door handles & handrails will be washed with bleach and cleaning agents daily
- All linen & towels will be washed with additional bacterial cleaning agents
- All public areas will be routinely (at regular intervals) be sprayed with sanitiser

#### ***Food & Beverage Service:***

- Dining options are available for table service only from 10am to 9pm daily
- Table numbers will be limited to a max of 6 per table
- Tables will be distanced from each other adhering to Government guidelines
- Beverages are served (including beverages with alcohol ) are permitted with the consumption of food
- Regular cleaning and sanitising of tables throughout the day and after each use

