



Covid-19 Policies and Procedures

Dear valued customer,

It is with great pleasure that we have the opportunity on welcoming new and returning guests back to Villa Rose Hotel & Spa. As Covid-19 has changed our perception on how we interact in social settings moving forward, we very much acknowledge that your Health and Safety during your stay is our number one priority. Therefore, we here at Villa Rose Hotel & Spa have implemented a new set of policies in our general terms and conditions and stringent procedures operationally ensuring peace of mind and comfort throughout your entire stay.

We fully appreciate that certain measures may cause initial inconvenience however, for us to proactively move forward we must work together by adhering to these new terms. These are as follows:

- Making use of our sanitising stations located throughout the Hotel and washing your hands regularly
- Making reservations for lunch, dinner prior to or at check-in
- Observe social distancing with other guests and staff. Note, signage will be visible throughout the premises.
- Parents must always supervise and remain present with children.
- We would encourage the use of credit/debit cards for all transactions. This is not compulsory with cash accepted in all departments should it be necessary.
- Respect the guidance or advise issued by management and staff while staying with us.
- If you see any form of poor practice from other customers or indeed a member of the team, report to hotel management immediately.

The above terms are compulsory with failure to co-operate potentially leaving us no other option but to ask you to vacate the premises in the interests of public health. Please understand that this for YOUR safety as much as our staff and other guests and to ensure that everyone has a safe and pleasant experience with us at Villa Rose Hotel & Spa.

We have outlined below the new measures put in place as part of our new Covid-19 Co-Operative that will help to keep all of us safe. This outlines the procedures that underpin our commitment to you and the terms & conditions that we expect of you during your stay with us.

If you have any queries that are not answered below, please contact us on +353(0)74 9131021

We look forward to welcoming you to Villa Rose Hotel & Spa and truly value your custom and assistance during these unprecedented times.

Yours sincerely,

Philip Lee

Group General Manager

Gallen Hospitality

General Cleaning Policy

- Ongoing sanitisation of all public areas throughout the day – you will see more of our **Dedicated Hygiene Team**. They will be present in public areas much of the day. Their mission will be to sanitise and make safe known “hotspots” such as door handles, bathrooms and counter spaces amongst others. Please always co-operate with them.
- We have a long running relationship with our chemical supplier and use their trusted chemistry know-how and focus on the human and environmental impact of their products and recommended practices. We have re-written our cleaning protocols to translate the best practices in **HSE and Fáilte Ireland standards** to our hotel guest rooms, public areas and staff areas
- We will be working to ventilate the property so you may see **more windows open** throughout to keep air circulating and fresh.
- **HSE and Fáilte Ireland experts** continue to advise us on new technologies and approaches, assist in training development and create a rigorous quality assurance program. This expert advice and assistance help us to build upon the already high standards of housekeeping and hygiene at Villa Rose Hotel & Spa and to ensure that the protocols are not only satisfactory but surpass expectations to ensure the health and safety of all our guests and staff.
- ✓ ***Sanitising stations** to be located at numerous locations around the hotel such as inside the front door, at the entrance into restaurant, bar and the Spa etc. You are asked to avail of them.*
- ✓ *Use of the lifts will be restricted to those with mobility challenges and guests are encouraged to **take the stairs**. Should the lift be an absolute requirement, limit the capacity to 2 at any time and use sanitising gel immediately after.*

Team Training

- All staff have their **temperature checked on arrival at work** and any team members recording abnormal temperatures will be asked to stay home.
- Team members to **change into uniform in the hotel** and undertake our sanitisation procedure before entering their work zone.
- We have provided **designated areas for staff** to prepare for work and adhere to sanitation procedures.
- Social distancing to apply to staff where **breaks are staggered, and workspaces spread out** to a 1m distance.
- Regular Diversity Training for all our staff to refresh everyone on cleaning and sanitation procedures.
- Team members will be provided with **personal protective equipment** appropriate to their area of work. A supply of gloves and personal sanitiser for each individual and some department members may require specific equipment such as our team in accommodation and the laundry. Enhanced training will be provided to protect their well-being.
- **Individual work kits** will be provided depending on department, for example, restaurant staff kits to include individual order docket book, biro, service cloths, wipes and gloves.

Arrival/Check In

- ✓ *Before checking in to Villa Rose Hotel & Spa you may be **temperature checked** and if this is normal you can proceed to the reception desk to check in. If this proves to be elevated, you will need to contact your doctor, and unfortunately, you may have to be refused check in to Villa Rose Hotel & Spa in the interests of public health.*
- ✓ *At reception, all guests must use hand sanitizer provided in the **sanitisation stations** inside the front door and at the front desk and please observe social distancing of 1 metre.*
- ✓ *At check in you will **not need to touch anything other than the pin-pad** and your key card wallet. **Payment** will be done on your credit card for your stay, you will have to use the pin-pad to enter your pin, this will have been sanitized before your use and again after you use it.*
- ✓ *If you are intending to dine with us, pre-booking is essential prior to arrival, please call or e-mail the hotel directly to arrange this in advance of your stay.*
- ✓ *For use of the Leisure Centre in our sister property, Jackson's Hotel, Conference & Leisure Centre, they can be reached on +353(0)749131021 to schedule your time.*
- You'll notice a change to our reception desk to safeguard the team and you, our guest, as we install **safety screens** and there will be a **1m area** marked out with ropes.
- Guests are encouraged to **pre-book with us online**. If you can do that, our receptionist will have pre-populated guest information so that your interaction will be brief and efficient. If not, please provide full contact details to the receptionist.
- For all payments, we will take **card payments**, room charges and cash should it be a necessity.
- Upon completion, you will be given your **sanitised key card** and directions to the stairs to access your room.

Guest Rooms

- Careful consideration has been given to the preparation and presentation of your room and you might find somethings different. For example, we may no longer offer **tea/coffee making facilities, pens and paper as well as in room folders**.
- For your safety and for us to maintain the high standards of hygiene in place, staff will not enter your room once you have checked-in, this means your room will not be serviced during your stay. You can request items required from Reception
- Our **deep clean of "High Touch Areas"** will include extra disinfecting of the most frequently touched guests room areas such as light switches, door handles, TV remotes, toilet flusher, taps, telephone and more.
- Staff will change into a **new set of PPE before entering each room** to reduce the risk of cross contamination.
- When a guest room is vacated after a stay, **all material will be removed and cleaned** from room (even if unused), including bed linen, towels, bathrobes, bathmats, shower curtains and all amenities such as glasses, coasters etc.
- All surfaces will be sprayed both **vertically and horizontally with approved cleaning products** and left so that the agents have time to work. They will then be cleaned down again paying attention to the high touch points.
- Our **deep clean process** will include washing down all tiles, grouting, tissue boxes as well as hovering and washing all floors.
- The whole room will **be sprayed with sanitising solution** and window left open.
- When the supervisor/ manager checks the room, they will re-sanitise all high touch points again while doing so to ensure **"double sanitisation"**.

Dining with Us

- ✓ *To maintain social distancing, you must **make a reservation for Lunch and dinner** so that we may control the numbers dining at any one time. You must wait to be shown to your table by a member of our Team.*
- ✓ *You are asked to avail of the **sanitisation stations** to be located at entrance to our Restaurant upon entry and exit.*
- ✓ *Children must dine with parents at all times.*

- Breakfast will be served from **7.30am to 10.00am (Mon-Fri) and 8am-10:30am (Sat & Sun)**.
- For breakfast, we will **serve you at your table**.
- We will practice social distancing by **setting up tables 1m apart** and ensuring, as best we can, that large groups are not all booked in the restaurant at any one time.
- We will use **disposable items** for single use where possible i.e. menus, paper napkins, individually wrapped condiments, butter, jam, ketchup and salt and pepper sachets. We will not use **linens** on the table.
- Our **team will play their part** and each team member will have their own workstation and will maintain the appropriate distance when taking an order.
- When dining, we may take only **card or room charges** only as payment.
- **Room service will also be available** during this time.

Serving of Alcohol

- Hotel bars will not be open in the traditional way, it will be a dispense bar/table service only. Guests will be served **alcohol with their meal only at their table** by their server.

Check Out

- ✓ *To observe social distancing and to avoid queuing in the morning, guests are advised to settle their account in the evening before departure – please visit the reception anytime between 10pm & 11pm. Should you wish to settle the morning of departure, please allow up to 15 minutes and follow social distancing rules.*