

# GUIDELINES FOR RE-OPENING Hotels and Guesthouses

June 2020



Coronavirus  
**COVID-19**  
Public Health  
Advice



Rialtas na hÉireann  
Government of Ireland



Fáilte Ireland  
National Tourism Development Authority

I R I S H  
**HOTELS**  
FEDERATION

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## Note:

This is a living document which means as Government restrictions and Public Health guidelines evolve, this document will also evolve to reflect new Government advice and changes to protocols when they emerge. All sectoral guidelines have been developed in line with the Government's Roadmap for Reopening Society and Business and the Return to Work Safely Protocol, based on the latest health guidance available from the Department of Health and the HSE. The links to latest guidelines will be included throughout the document.

## Disclaimer

The information contained within these operational re-opening guidelines can change from time to time. It must not by itself be relied upon in determining obligations or other decisions. Users of this document must independently verify any information on which they wish to rely. It is expected that all business owners and management will have familiarised themselves with the Return to Work Safely Protocol prior to re-opening and implemented all relevant requirements.

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## Revision history:

Version	Date Changes	Changes from previous version
1.1	09/06/2020	
1.2	10/06/2020	Section 15
2.1	23/06/2020	Additions from HPSC COVID-19: Guidance for Food Service Businesses v0.3 15.06.2020 and reordering of content.
2.2	06/07/2020	Updates to Appendix 1 of COVID-19: Guidance for Food Service Businesses (HPSC) V1.1
2.3	24/08/2020	Updated in line with Government Public Health advice

\* Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge

# 1. Introduction: Meeting & Overcoming the COVID-19 Challenge

## COVID-19 is an unprecedented challenge for the tourism sector.

Before re-opening, businesses will need to review how they work and employ new practices and procedures to ensure everyone stays safe. As a result, Fáilte Ireland, in consultation with Sectoral Bodies, has developed operational guidelines in line with the Health Service Executive (HSE), Health Protection Surveillance Centre (HPSC) and the Food Safety Authority of Ireland (FSAI)

As part of this, Fáilte Ireland has created this set of specific guidelines in consultation with the Irish Hotels Federation (IHF), to help you re-open your hotel or guesthouse. You can be reassured that these recommendations are underpinned by advice made available from the HSA, HSE, HPSC, FSAI, World Health Organisation (WHO) and other relevant bodies.

Businesses must follow the Return to Work Safely Protocol. The National Protocol has been developed under the aegis of the *Safety Health and Welfare Act 2005*. The Health and Safety Authority (HSA) is the compliance body and has full powers as set out in this legislation designated in relation to the implementation of the National Protocol. Non-compliance can result in the closure of a business.

For the purpose of opening in Phase 3 only, hotel bars should be required to serve a substantial meal under the definition currently in the [Intoxicating Liquor Act 1962](#), as well as meeting other features expected of a restaurant. This definition provides that "the meal is such as might be expected to be served as a main midday or evening meal or as a main course in either such meal" and is of a kind for which it would be reasonable to charge not less than €9.

The guidelines were developed based on the following considerations:

### ■ Restructuring operations

Tourism businesses of all types need to adapt their operations, review employee practices and consider the design of their business to provide a safe environment for guests and employees and ensure physical distancing and the prevention of the spread of COVID-19.

### ■ Putting dedicated resources in place

Tourism businesses must ensure that they have dedicated personnel to implement and operate a robust system that prevents the spread of COVID-19. Equally importantly, businesses need to put processes in place that can deal with individual and multiple cases of the disease that may occur.

### ■ Adapting and enhancing hygiene practices

Tourism businesses must adapt and implement enhanced procedures in HACCP\*\*, general cleaning, storage and cleaning of equipment. In particular, they must introduce and implement touchless solutions where possible. References to HACCP in this guidance is for the purposes of food safety and the prevention of COVID-19.

### ■ Focusing on best practice in food and beverage service

Tourism businesses must follow best practice in service and physical distancing to promote the health of employees and guests.

### ■ Food service businesses as 'controlled' environments

Public and private venues or workplaces are considered controlled environments. This includes food and consumption businesses such as hotel restaurants and cafés and hotel bars that serve a substantial meal.

Uncontrolled environments are settings where people have open access to the premises and generally don't know each other and are unlikely to be in close contact with each other for an extended period of time. Examples include supermarkets, retail stores, shopping malls and takeaway-only food outlets.

Additional details on controlled and uncontrolled environments can be found in [Appendix 1](#).

### ■ Food safety and COVID-19 safety

There are no reports of transmission of COVID-19 via food. The main mode of transmission is from person to person. Food business operators must continue to apply their food safety management systems, based on the principles of HACCP.

The requirement in legislation is to have a Food Safety Management System in place based on the principles of HACCP. ISO 340:2007 is one of the available approaches to achieve this. A Health and Safety statement was already required, and is still a requirement. The COVID-19 Response plan is also a requirement of the Return to Work Safely Protocol.

In addition, food business operators will be required to introduce a COVID-19 safety management system which will include enhanced hygiene, cleaning and disinfection, staff training and health checks, as well as physical distancing. This is to protect against the transmission of the virus to or between staff, customers and other people who enter their premises. Any COVID-19 precautions must not compromise food safety.

For advice and information on food safety during COVID-19 and for food businesses re-opening, the Food Safety Authority of Ireland (FSAI) website is a useful resource which is regularly updated. Please see [HERE](#) for more information.

\*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

\*\*References to HACCP in this guidance is for the purposes of food safety and not the prevention of COVID-19.



- The physical distancing measures outlined in these guidelines are based on the HPSC COVID-19: Guidance for Food Service Businesses. Physical distancing of 2 metres\* should be maintained. However if this is not possible, this can be reduced to 1 metre\* in [controlled environments](#) if the risk mitigation requirements outlined in [Appendix 1](#) have been met.

As far as reasonably possible, a distance of 2 metres\* and a minimum of 1 metre\* should be maintained between employees. Where 2 metres\* is not possible all other measures to protect employees should be in place.

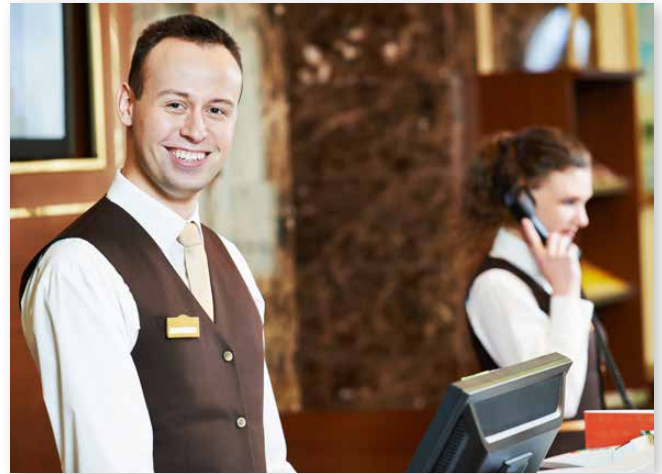
#### ■ Guidance on International Travel

A list of locations that are currently considered safer to visit during the COVID-19 pandemic (the Green List) was identified based on the current epidemiological situation and related public health information in each location. This list was published on 20th July 2020 and is available on the Department of Foreign Affairs website. This list will be reviewed every two weeks. Passengers arriving from these named locations will not have to restrict their movements on arrival into Ireland.

Further details on the protocols for international travel can be found [HERE](#).

These guidelines have been created in line with the Government's Roadmap for Reopening Society and Business. This is a document that will evolve in line with the roadmap, taking into account any changes to the restrictions or physical distancing.

While we have attempted to cover all relevant issues, you must bear in mind that this is a non-exhaustive document and it may not cover all situations that you may encounter. As circumstances change, any procedures you implement must be monitored to ensure they remain up-to-date and in line with international best practice guidance and the Government's Public Health advice.



## 2. Business Response/Action Plan

**Creating an Action Plan will help to clarify what is required to overcome the threat of COVID-19 and give your employees and guests confidence that they are safe.**

In developing an Action Plan, the first step the management team of a hotel or guesthouse must take is to familiarise themselves with the latest guidelines from the following sources:

- Health Services Executive (HSE)
- Health and Safety Authority (HSA)
- Health Protection Surveillance Centre (HPSC)
- Irish Government Departments
- Food Safety Authority of Ireland (FSAI)
- World Health Organisation (WHO).

Information from these sources will help to shape your plan of action. You must also:

- **Complete a risk assessment** to identify what operational changes you need to make in your business.

- **Review of all standard operating procedures (SOPs)** to define and note what you are changing.
- **Create a communication plan** to inform employees and visitors of what you are changing, what you need them to do and how you expect everyone to act and behave.
- The HSA provides templates, checklists and advice on return to work safely protocols. Please see [HERE](#) for more information.
- A number of activities will require review e.g. workflows, operations, etc. For advice on re-opening, visit the FSAI website. Please see [HERE](#) for more information.

The plan must reassure employees and visitors that safeguarding their health and safety is of the utmost importance. It must also ensure that your operations continue to run in an efficient and safe manner.

A link to the Templates and Checklists can be found [HERE](#).

\* Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge

You must review the plan regularly and amend it as new regulations, guidelines and procedures come into force. Experience and feedback will inform how appropriate and effective the plan is.

For further information on the development of your Action Plan, see [HERE](#)

## Monitoring & Supporting

A COVID-19 Response Team/Coordinator must be appointed to ensure new procedures are adhered to. Adherence to this protocol will only be achieved if employers and workers have a shared responsibility to implement the measures contained in this protocol in their place of work. A collaborative approach to the implementation of the protocol is essential to achieve success and maximum buy in.

Each workplace should appoint at least one lead worker representative charged with ensuring that Covid-19 measures are strictly adhered to in their workplace. The person(s) undertaking the role must receive the necessary training and have a structured framework to follow within the organisation to be effective in preventing the spread of the virus. Employers should have regular and meaningful engagement with their worker representative, workers and/or their recognised Trade Union or other representative (including health and safety committee where it exists) about the measures being put in place to address the occupational exposure to COVID-19 in the workplace. Employers should provide a COVID-19 induction training for all workers on their return.

The number of worker representatives for COVID-19 appointed should, ideally, be proportionate to the number of workers in the workplace and this person(s) should be clearly identifiable in the workplace. Employers and worker representatives will work together to ensure that all the actions in this protocol are fully adhered to in order to ensure the suppression of COVID-19 in the workplace.

**Section E** of the National Protocol sets out the steps for employers and workers to reduce the risk of exposure to COVID-19.

These provisions include:

- Consulting with the workplace representatives in the development of a COVID-19 response plan.
- Developing/Amending policies and procedures for prompt identification and isolation of workers who may have symptoms of COVID-19.
- Developing, consulting, communicating and implementing workplace changes or policies. Specific reference is made to agreeing with workers, any temporary restructuring of work patterns that may be required to implement the COVID-19 prevention measures in the workplace. There is also provision for the *lead worker representative to be involved in communicating the health advice around COVID-19 in the workplace.*

## Policies & Processes

Property owners and management need to review all business policies and standard operating procedures across each department to reflect operational changes. In particular, this means:

- Defining and documenting a clear plan of action in the event of a suspected case of COVID-19 among guests and/or employees.
- Defining and documenting the correct and appropriate use of Personal Protective Equipment (PPE) where required. This must be in line with the Government's Public Health advice.
- Developing a policy for the care of employee uniforms to ensure they are appropriately maintained.

## Communication

- You must share the plan with all employees prior to them returning to work. If it's updated at any time, you must make sure everyone knows what has changed.
- Giving guidelines to employees on how they communicate the Action Plan to guests ensuring everyone gives the same message and there is no inconsistency.
- Make sure an up-to-date list of the contact information of all employees, including emergency telephone numbers, is always readily available.
- Regularly review all COVID-19 related signage and notices throughout the premises to ensure they display the latest HSE and Government Public Health advice recommendations. Signs must be placed in prominent and relevant positions, be legible and, where appropriate, be offered in multiple languages.

## Training

Property owners and/or management must inform all employees of the measures being adopted to manage the threat of COVID-19. Use the most appropriate training channels to do this and ensure that employees stay at home and seek medical attention if they have key symptoms such as a high temperature or shortness of breath.

There is an obligation on employers to ensure that employees are aware that they must not attend work if they have symptoms. This is essential to ensure that the virus does not spread.

You must organise information briefings that cover all the basic protective measures against COVID-19 and the signs and symptoms of the disease. In particular, make sure you cover:

- Hand and respiratory hygiene and physical distancing measures
- Correct use of PPE
- Cleaning/disinfection regimes
- Employee health and what to do if feeling unwell
- Unwell guest/dealing with suspected cases/ liaising with authorities.

\* Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge

- If training is needed for specific procedures or if your property has specific requirements, it must be included in the training programme.

## Cleaning & Frequency

- In general, cleaning must be carried out at least twice a day.
- Ensure contact/touch surfaces such as table tops, work equipment, door handles and handrails are visibly clean at all times and are cleaned and disinfected at least twice daily.
- Implement modified cleaning intervals for rooms and work areas. This applies especially for washroom facilities and communal spaces. Cleaning must be performed at least twice per day and all areas must be visibly clean at all times.

Cleaning of work areas must be conducted at regular intervals. Further information on cleaning in non-healthcare settings is available from the ECDC [HERE](#) or from the Government [HERE](#).

## Staffing Resources

Property owners/management should review rotas in line with The National Protocol E, subsection 3 which provides that full consultation on these matters is required to ensure sufficient employees are available to maintain physical distancing while completing the tasks to the required standards. Employee scheduling must ensure more time is allocated for cleaning and encourage employees to work alone if possible.

To achieve this, you should:

- Consider **flexible shifts** where appropriate.
- Schedule **small teams**.
- **Keep the same team combinations** to limit employee interaction. This will assist should contact tracing be required.

You will also need to plan for the impact of employee absences; this may involve reallocating employees from non-essential tasks. Where appropriate, cross-training employees will help maintain staffing levels within your property. Employees who have not had close contact with a confirmed case should continue taking the usual precautions and attend work as usual.

As far as reasonably possible, a distance of 2 metres\* and a minimum of 1 metre\* should be maintained between employees. Where 2 metres\* is not possible all other measures to protect employees should be in place. You must apply the Return to Work Safely Protocol.



# 3. Employee & Guest Health

**The health and safety of employees and guests is the number one priority for the owners and management of the property. The following steps will help ensure everyone remains fit and well:**

## Face Coverings

Face coverings should be worn by employees in customer facing roles where no other protective measures are in place e.g. protective screens and where physical distancing of 2 metres is not possible.

Face coverings should also be worn by customers when arriving to and leaving their table when in the restaurant and bar.

As part of your business risk assessment, you should determine the requirement for face coverings in all individual business activities. Ensure that customers are clearly informed of your policy in

advance of arriving at your property. Notices should be placed in prominent areas to signify the requirement to wear face coverings.

### The Return to Work Safely Protocol states:

Make face masks available to the worker in line with Public Health advice. If masks are worn, they must be clean and they must not be shared or handled by other colleagues. Employers and employees must keep up to date with the latest Government Public Health advice issued in regard to face coverings. For guidance on the safe use of face coverings please see [HERE](#).

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## Physical Distancing

Physical distancing guidelines (in line with the Government's Public Health advice) must be incorporated into the Action Plan for each department within a property. Specific areas must also comply with mandatory capacity limits.

Guests must be advised to stand at least 2 metres\* away from other groups of people who are not from the same household at all times. In a [controlled environment](#), such as hotel bars and hotel restaurants physical distancing of at least 2 metres\* is required, unless the requirements outlined in [Appendix 1](#) have been met, in which case a minimum of 1 metre\* is sufficient.

Careful consideration needs to be given when using communal areas, while queuing, using elevators, stairs or moving around the property. Ensure there are systems in place to prevent intermingling in communal areas (e.g. entrances, exits and toilet facilities). [See Appendix 1.](#)

Dining tables, seating and couches in public areas and other physical layouts must be rearranged to ensure appropriate distancing.

## Employee Physical Distancing

As far as reasonably possible, a distance of 2 metres\* and a minimum of 1 metre\* should be maintained between employees. Where 2 metres\* is not possible all other measures to protect employees should be in place. Where the food services environment makes it difficult to physically distance, employers need to consider what measures to put in place to protect employees.

Minimise any direct employee contact and provide hand washing facilities, and other hand hygiene aids such as hand sanitisers, wipes, etc. Ensure these are readily accessible so employees can perform hand hygiene as soon as a task is complete.

Make face masks available to employees in line with Public Health advice. You should note that wearing masks is not a substitute for the other measures outlined above.

## Providing Hand Sanitisers

Hand sanitiser dispensers (touchless whenever possible), must be placed at all entry points to a property, at employee entrances and at specific points within the public areas of the property. [Following updated Government advice for businesses serving food, consider providing hand sanitiser on each table.](#)

**All hand sanitisers must have a minimum alcohol content of 60%.**

## Property Signage

You must display appropriate COVID-19 signage relating to hand and respiratory hygiene and physical distancing measures throughout your property. Where feasible, television screens and monitors can communicate these messages in reception and common areas.

## Employee & Guest Health Concerns

When they return to work, employees must be trained on what to do if they or a guest becomes unwell. All employers and employees must follow the Return to Work Safely Protocol.

Please see [HERE](#) for more information.

If management is alerted to a suspected case of COVID-19 on the property, a clinician from a local medical centre should be contacted. The clinician will advise on the next steps. Further information is available on the HSE website.

Please see [HERE](#) for more information.

**Note:** Your reception desk needs to have the telephone numbers of the health authorities, medical centres plus public and private hospitals readily available in case a guest or employee falls ill.

## Isolation Area

If possible, identify an area/room on the premises where any guest or employee showing possible COVID-19 symptoms can be isolated from other people. From there, the individual can travel home to seek medical attention elsewhere. It is essential to clean and disinfect this isolation area thoroughly after it has been used.

In the event of a suspected case of COVID-19 among resident(s), the guest room must be removed from service until cleaned and disinfected.



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## 4. Employee Responsibilities

For the purpose of this document, employees refers to food workers and non-food workers. Food workers include food handlers, kitchen staff, waiting staff and people who directly touch open food as part of their work. It also includes employees who may touch food contact surfaces or other surfaces in rooms where open food is handled. The term can therefore also apply to managers, cleaners, maintenance contractors, delivery workers, etc.

The effective delivery of the Action Plan depends on how employees and management act. Paying attention to the following issues is especially important:

### Hand Hygiene

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of COVID-19. Food businesses need to ensure that adequate sanitary facilities are provided and that employees thoroughly and frequently wash their hands.

All employees must wash their hands frequently and as required, for a minimum of 20 seconds or use sanitiser regularly if hands are visibly clean.

Hands must be washed as often as necessary, but always in the following circumstances:

- Before starting work
- Before handling cooked or ready-to-eat food
- Before eating
- After handling or preparing raw food
- After handling waste
- After cleaning duties including sweeping/mopping etc.
- After using the toilet
- After blowing nose, sneezing or coughing
- After eating, drinking or smoking
- After handling money
- At the end of a shift

This list is not exhaustive.

Please see [HERE](#) for more information from the FSAI.

For additional COVID-19 hand hygiene measures, hands must be washed before putting on or after removing PPE. Please see [HERE](#) for more information from the HSE.

Each employee must carry their own pen for any record keeping.

### COVID-19 Training

All employees need to receive training on COVID-19 safety and disinfection protocols. More comprehensive training must be given to teams in frequent guest contact; these include the Reception Team, Food & Beverage, Maintenance & Operations and Property Security.

### Personal Protective Equipment (PPE)

Personal protective equipment (PPE), can be effective in reducing the spread of viruses and disease within the food industry, but only if used properly. If required by their roles, appropriate PPE must be worn by employees. Each section of a property must be assessed to decide what is needed. Training on how to properly use, apply and dispose of all PPE is also essential.

As part of the business risk assessment, consideration needs to be given to the level of PPE required for various tasks e.g. power hosing which can cause an aerosol effect.

Handwashing is a greater protective barrier to infection than wearing disposable gloves. Correct hand hygiene is extremely important, whether using gloves or not. However the following must be applied when using disposable gloves:

- Gloves may be used by food workers for food handling, according to usual food safety guidance, but they must ensure that the gloves are changed frequently and that hands are washed before putting gloves on, between glove changes and when gloves are removed.
- Gloves must be changed after carrying out non-food related activities such as opening/closing doors by hand, emptying bins, handling money, etc.
- Food workers should be aware that wearing gloves can allow bacteria to build up on the surface of the hands, so hand hygiene is extremely important when gloves are removed to avoid subsequent contamination of food.
- It is acceptable to prepare and handle food with bare hands provided proper hand washing procedures are in place. Hand sanitisers can be used as an additional measure but should not replace handwashing.

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## Employee Welfare Facilities & Timekeeping

On their return to work, employers and employees must follow the Return to Work Safely Protocol. Please see [HERE](#) for more information.

It's also essential to display prominent signage relating to hand and respiratory hygiene as well as physical distancing Back of House.

Employee welfare facilities (such as employee areas and locker rooms) need to be re-organised to suit physical distancing measures and be frequently cleaned and disinfected. Staggered start times and break times can also be very helpful, also a review the use of clocking-in machines.

Staff meetings should be held online if possible. If physical meetings need to take place, physical distancing measures must be taken.

## Reception Area

The reception area must always have a medical kit available that includes:

- Germicidal disinfectant/wipes for surface cleaning tissues.
- Face/eye masks. Note that disposable face masks can only be used once.
- Gloves (disposable).
- Protective apron (disposable).
- Biohazard disposable waste bag.



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## 5. Physical Distancing

Physical distancing is very important to help slow the spread of COVID-19. This is achieved by minimising contact between potentially infected individuals and healthy individuals. In a [controlled environment](#), such as hotel bars and hotel restaurants physical distancing of at least 2 metres\* is required between tables, unless the requirements outlined in [Appendix 1](#) have been met, in which case a minimum of 1 metre\* is sufficient.

The property owner or management needs to meet Public Health advice on maintaining current physical distancing guidance between people at all times.

### Queuing

Any area where guests or employees queue must be clearly marked for the recommended physical distancing. This includes drop-off areas, check-in, check-out, reception, elevator lobbies, public areas, dining areas, serving counters, tills and Back of House.

Use floor markings inside the premises to facilitate compliance with the physical distancing advice of 2 metres\*, particularly in the most crowded areas. Use vertical signage to direct customers to facilitate movement within the premises while maintaining 2 metre\* distance.

### Front Desk & Concierge

As far as reasonably possible, a distance of 2 metres\* and a minimum of 1 metre\* should be maintained between employees. Where 2 metres\* is not possible all other measures to protect employees should be in place.

Physical barriers such as sneeze guards/plexiglass and partitions can be useful, particularly in areas where it is difficult for individuals to remain apart. These physical barriers need to be regularly cleaned and disinfected.

Employees should have a self-sufficient workstation where possible, with an individual computer, telephone and all ancillary equipment.

### Hotel Restaurant & Bars

Physical distancing of 2 metres\* should be maintained between tables. However, if this is not possible, this can be reduced to 1 metre\* in controlled environments if the other risk mitigation requirements outlined in Appendix 1 have been met.

If all risk mitigation requirements have been met, and physical distancing is reduced to 1 metre\*, pre-booked time limited slots must be in place for customers, which are a maximum of 105 minutes duration plus 15 minutes to allow for adequate cleaning.

Pre-booking and time limited slots of 105 minutes duration are not a requirement if physical distancing of 2 metres\* is strictly maintained.

Following updated Government Public Health measures, businesses must ensure that there should be a maximum of 6 people from no more than 3 households allowed at a table. This is applicable to pre-bookings and walk-in customers.

No formal or informal events or parties should be organised within the restaurant or bar areas as Government Public Health measures state that events, parties or gatherings of more than 6 people indoors or 15 people outdoors are not allowed in these settings.

Seating capacities to be reduced in hotel restaurant and bar areas to meet the current physical distancing guidance outlined by HPSC between each seated group of customers.

It is the responsibility of supervisors and managers to ensure that customers do not congregate in groups. Customers should be seated at a table except when using the toilet, paying, and departing.

### Self-Serve Buffet Style/Carvery

This style of service must only be provided where physical distancing and other Public Health advice can be followed.

Physical distancing guidance must be followed while queuing. See Queuing section above to ensure appropriate risk mitigation measures are in place. Customer access to carvery/buffet/open food display should be staggered and a one-way system introduced.

### Back of House

Physical distancing protocols that follow the Governments Public Health advice must be observed in the shared office spaces, employee locker rooms, store rooms, delivery areas, stock rooms, IT areas, bar support areas such as cold/keg rooms, kitchens and other areas where employees gather and work.

As far as reasonably possible, a distance of 2 metres\* and a minimum of 1 metre\* should be maintained between employees. Where 2 metres\* is not possible all other measures to protect employees should be in place.

Where the food service environment makes it difficult to physically distance, employers need to consider what measures to put in place to protect employees.

\* Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge

Examples of practical measures to adhere to physical distancing guidance in the food services environment are to:

- Stagger workstations on either side of service area so that food workers are not facing one another
- Provide PPE if required, such as face masks, disposable gloves and clean aprons/uniforms. The use of PPE would be routine in high-risk areas of food premises that produce ready-to eat and cooked foods. When staff are dressed in PPE it is possible to reduce distance between workers
- Limit the number of employees in a food preparation area at any time
- Organise employees into working groups or teams to facilitate reduced interaction between groups.

Physical barriers such as sneeze guards/plexiglass and partitions can be useful, particularly in areas where it is difficult for individuals to remain apart, for example in kitchens and at cash registers, host stands or food pickup areas. These physical barriers need to be regularly cleaned and disinfected.

### Timekeeping Facilities

If queuing takes place at the machine, have clear floor markings that illustrate the recommended physical distancing between employees. See Queuing section above to ensure appropriate risk mitigation measures are in place. If you use clocking-in machines, a strenuous cleaning and disinfection regime must be put in place. In effect this means cleaning and disinfecting the machine regularly.

## 6. Cleaning Products & Protocols

**Cleaning products and protocols need to be suitable and manufacturer approved for use against viruses, bacteria and similar risks.**

It's important to follow manufacturer instructions with regard to dilution, application and duration of use. Management must review cleaning procedures within all departments and update these if any cleaning products are changed.

It's also important to work with suppliers, vendors and distribution partners to ensure an uninterrupted supply of cleaning supplies.

### Public Spaces & Communal Areas

Cleaning and disinfecting must take place in all public spaces regularly during the day and more frequently during busy periods. Particular attention must be paid to frequently touched surfaces such as reception desks and counters, door handles, room keys and locks, ATMs, stair handrails and seating areas.

### Guest Accommodation

Cleaning and disinfection protocols must be followed when cleaning guest accommodation. Particular attention must be paid to frequently touched items including light switches, temperature control panels, door and furniture handles, television remote controls, toilet seats and handles, taps, telephones, kitchen appliances and flooring.

### Laundry Facilities

All linen must be washed at a high temperature and in accordance with HSE guidelines. Dirty linen must be bagged immediately to eliminate excess contact while it's transported to the property's laundry facility. For more information on managing laundry, see [HERE](#):

Cleaning and disinfection must happen at least twice per day and whenever the laundry facilities are visibly dirty, with an emphasis on frequently touched surfaces (e.g. washing machines, dryers, etc.). While doing this, employees must wear appropriate protective garments such as disposable gloves and aprons.

### Back of House & Employee Areas

Back of House areas must also be cleaned and disinfected at least twice per day and whenever facilities are visibly dirty. Particular attention must be paid to employee areas including the canteen, employee entrances, employee bathrooms, uniform control rooms, loading areas, offices, kitchens and employee relations service desks.

\* Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge



## Equipment Shared by Employees

- Appropriately clean and disinfect shared equipment and tools after each shift or any time the equipment is transferred to another employee.
- This includes items such as phones, computers and other communication devices, keys, payment terminals, kitchen implements, tools, safety buttons, cleaning equipment, time clocks and all other direct contact items used.
- Shared food and beverage equipment in Back of House areas (e.g. kettle, microwave, etc.) needs to be cleaned and disinfected after each use.

## Room Recovery Protocol

In the event of a suspected case of COVID-19, the guest's room must be removed from service until cleaned and disinfected.

## Control of Waterborne Hazards

It is critical that hotels and guesthouses review guidance on 'Control of Legionella Bacteria During and After the COVID-19 Pandemic' and review their own systems in line with this.

This guidance highlights the requirement to continue managing Legionella control to avoid the potential for Legionnaires' disease.

The following is a non-exhaustive list relevant to the tourism sector of potential sources of aerosols which may contain Legionella bacteria: *wet cooling systems (for example, cooling towers and evaporative condensers); spa pools; showers, taps and toilets; machine cooling systems; spray booth water curtains; humidifiers in food cabinets; ornamental fountains and water features; dust suppression systems; horticultural misting systems, lawn sprinklers; clinical humidifiers; sprinklers and hose reels; and power hoses.*

Legionnaires' disease can be fatal and hospitalisation is generally required to treat symptoms. With the health service currently dealing with a Public Health emergency, it is vital that employers take appropriate action to maintain and operate their water systems especially wet cooling systems, so far as reasonably practicable.

Please see [HERE](#) for more information.

For further advice please see [HERE](#).



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## 7. Technical & Maintenance Services

### Water Disinfection

Maintain the concentration of disinfectant in water for consumption and in pools within the limits recommended according to international norms and standards. Preferably this should be at the upper limits of the range.

### Dishwashing & Laundry Equipment

Dishwashing and laundry equipment must be checked to ensure it is operating properly. You must pay particular attention to operating temperatures, as well as using correct dosage of cleaning and disinfecting chemicals.

### Air Conditioning/Ventilation

- Although COVID-19 is not transmitted by air but from person to person through small droplets from the nose or mouth, the condition of filters must be monitored and the proper replacement rate of indoor air be maintained.
- The proper functioning of ventilation, air exchange, and dehumidification equipment of covered pools must also be checked.
- Increasing the number of air exchanges per hour and supplying as much outdoor air as possible is recommended, either by natural or mechanical ventilation.
- Ensure that air conditioning filters are cleaned at regular intervals in accordance with the manufacturers instructions.
- When air conditioned air is used for ventilation, minimise recirculation as much as possible.

Please see [HERE](#) for more information.

### Dispensers

Soap and hand sanitiser dispensers, disposable tissue dispensers, and other similar devices must be regularly checked. Defective units must be rapidly repaired or replaced and, where possible, be operated touchlessly.

The Action Plan should include installing units to dispense hand sanitiser as required throughout the premises, paying particular attention to public areas, employee areas and locker rooms etc.

### Additional Recommendations

It is the responsibility of each individual hotel and guesthouse to provide sufficient facilities throughout the premises and ensure these facilities are appropriately maintained to minimise the risk of infection.



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## 8. Suppliers of Goods & Services

**The hotel or guesthouse must contact all its suppliers to ensure that they have put all necessary protocols in place to prevent the spread of COVID-19.**

**Note:** Fresh food deliveries must be treated separately to other deliveries. HACCP only refers to food deliveries.

### Deliveries

- An employee must meet each supplier who is delivering to the property.
- All delivery personnel must follow the Government's Public Health advice on physical distancing when picking up deliveries and passing deliveries to guests:
  - Wear suitable, clean and protective clothing where necessary.
  - Maintain a high degree of personal cleanliness.
  - Wash hands before and after each delivery transaction. The use of gloves is not recommended as this can give a false sense of security. Instead, hand washing is best practice.
- If possible, delivery drivers should not be allowed to enter the site (with the exception of food deliveries which adhere to HACCP delivery protocols). Employees should not come in close contact with drivers. HACCP is in the context of food safety and re-opening only and not for COVID-19 prevention.
- All food items (where food service is on site) must be checked in by employees with crates and boxes remaining outside the door.



### Dealing with Drivers

- An alcohol-based hand sanitiser must be available in the delivery area. Drivers must clean their hands before passing delivery documents or goods to employees. They must also be aware of the potential risks involved in contact transmission of COVID-19.
- Once they leave their vehicle, it's of paramount importance that drivers use sanitiser in conjunction with physical distancing.
- Businesses must ensure that food suppliers and their drivers comply with HACCP procedures.
- All suppliers of all products must ensure that all transport containers are kept clean and frequently disinfected.
- Disposable containers and packaging be used to avoid the need to clean any returns. In the case of reusable containers, appropriate hygiene and disinfection protocols must be followed by employees.

### Entering the Property

Delivery personnel must use hand sanitiser if required to exit their vehicle and enter the site buildings. Signage must make drivers aware of 1) physical distancing when picking up deliveries and passing deliveries to employees 2) the need to maintain a high degree of personal hygiene and 3) the need to wear clean protective clothing.

### Accepting Deliveries

- A goods reception area must be set up that is large enough to ensure physical distancing for both driver and hotel or guesthouse employees. HACCP procedures must be strictly implemented and observed there at all times.
- All excess packaging must be removed by the driver. All outer packing must be removed (if possible) and placed in a suitable disposal unit.
- When signing for deliveries, employees should only use their own pens. In the case of electronic devices, both device and pen must be cleaned and disinfected prior to signing.
- The delivery area must be cleaned and disinfected regularly.

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## 9. Locations for Distribution of PPE

If required, PPE (gloves, plastic aprons, etc.) must be distributed at the following locations:

### Front of House

- All of the property's entry and exit points.

### Back of House

- Employee entrances.
- Specific department offices.
- Cleaning and maintenance supplies stations.
- Store rooms and cellars
- Food preparation areas

**Note:** Hand sanitiser will be provided in each property and at all entry and exit points of the public areas including reception, hotel restaurants and bars, and at entrances to public toilets, etc.

Following updated Government advice for businesses serving food, consider providing hand sanitiser on each table for customer use.

Hand sanitiser must only be used on visibly clean hands. If hands are visibly dirty/contaminated they must be washed.



## 10. Employee Uniforms

### Cleaning & Disinfection Protocol

The policy on the care of uniforms should be updated to ensure every employee is clear on the standards of appearance and dress expected while at work. It is recommended that uniforms should be worn appropriately.

### Physical Distancing Protocol

If a locker or changing room is provided, mark the floors to indicate available and unavailable spaces that must be used when changing into work attire. Where required, it may be necessary to revise roster schedules to allow for staggered access times to these rooms so physical distancing can take place.

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# 11. The Guest Journey – Arrival & Departure

**In line with the Government's Public Health advice, properties must minimise the number of access points for arriving and departing guests. Each access point must be equipped with hand sanitiser, along with signage instructing all guests to use it as they enter and leave.**

## Arrival by Taxi, Drop Off or Parking on the Property

- Before they book or arrive, guests must be informed of the guidelines that apply.
- Guests should enter the property through doors that are automated or manually operated by an employee where possible.
- Reception employees should encourage just one representative of each arriving group to approach the check-in desk while the others adhere to physical distancing measures.
- If guests use bell service, ask them to place their luggage on the ground. The bell service can then commence, after which the bell cart can be cleaned and disinfected.
- Each guest should receive a 'Welcome and Safety Information' sheet explaining the COVID-19 protocols in place. This outlines also what's expected of them when interacting with employees and other guests. Guests may also find it reassuring to read about the rigorous cleaning procedures applied to their room and be told where hand sanitiser is located.
- Install clear markings to minimise contact between employees and guests. Queues for reception, hotel restaurant and bars and entrances to toilets must all adhere to physical distancing requirements. [See Queuing section.](#)
- Display signage referring to COVID-19 measures in visible locations.

## Guest Elevators

- An employee should be assigned to clean and disinfect the button panels of guest elevators regularly.
- Physical distancing must be adhered to in elevators except among members of the same household.
- Signage must be displayed to ensure guests understand physical distancing requirements that apply within elevators.

## Car Park & Outdoor Areas

All outdoor areas, grounds, gardens, greens, verges, roads and car parking areas within the property must be kept clean and well maintained.

This means ensuring that lidded bins are available for the disposal of gloves, masks, tissues, etc. that may be contaminated. You must ensure all rubbish bags are disposed of in an appropriate external facility such as a waste removal skip.

## Payment

Guests should be encouraged to use card/contactless payment and pay in advance where possible. If handling cash, employees should be provided with gloves. Good hand hygiene is essential whether wearing gloves or not when handling cash.

## Guest Sanitation Amenities

Hand sanitiser must be provided at public entrance and exits and at key locations throughout the property.



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## 12. Accommodation Services (Housekeeping)

**After guests depart, their room must be thoroughly cleaned, disinfected and serviced. If any additional items and amenities that are usually provided may pose a risk, management must have these removed.**

### Cleaning & Disinfection Protocol

- Housekeeping employees must wash their hands before starting work. It is recommended if gloves are required after hands have been washed. The use of aprons by employees responsible for cleaning is advised.
- To ensure effectiveness, manufacturer instructions must be followed when using cleaning products. This especially applies to their dilution, method of application and duration of use.
- Cleaning equipment must be cleaned and disinfected at the end of every shift.
- Update cleaning checklists to include high-risk and frequently touched surfaces. These include door handles, handrails, frequently touched switches and buttons, telephone handsets, television remote controls and air conditioning controls.
- Accommodation service trolleys and equipment must be cleaned and disinfected at the end of every shift.
- The waste from each room's bin must be placed in a plastic bag and tied.
- Any glasses, cups, saucers etc. provided in guest rooms must be removed during every service. They must then be washed at the correct temperature and with the correct detergent.
- All reusable information material must be removed; place critical information on single-use leaflets and/or email it.
- The hotel or guesthouse's information channel or app must be updated with information about how COVID-19 is being managed on the premises.
- Pens should either be removed entirely or replaced following the departure of each guest.

### Bedrooms

- Guest linen must be removed in a tied bag. When linen is removed from a bed and laundered, employees must wear the relevant protective items e.g. gloves and apron, when separating the linen.
- When cleaning bedrooms, particular emphasis must be placed on frequently touched surfaces such as:
  - Desks, counter tops, tables and chairs
  - Phones, tablets and remotes
  - Thermostats
  - Cabinets, cupboards, shelving
  - Doors, door handles and doorplates
  - Windows, mirrors and frame
  - Lights and lighting controls
  - Closets, hangers and other amenities.

### Bathrooms/Ensuite

- When cleaning bathrooms, particular emphasis must be placed on frequently contacted surfaces such as:
  - Doors, door handles and doorplates
  - Taps, plugs and sink
  - Toilets and toilet handle
  - Grabrails
  - Tiles and flooring
  - Shower cubicles and bath
  - Bathroom vanities and accessories
  - Bathroom fixtures and hardware.
- Where provided, soap and shampoo dispensers must be cleaned and disinfected thoroughly as the room is being cleaned.

### Guest Considerations

- Papers and brochures must only be provided on request in guest bedrooms. Instead, news and information should be provided digitally or guests should be enabled to access news on their own devices.
- Extra pillows and blankets provided only if requested by a guest.
- Package all guest amenities before being placed into a room.

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# 13. Reception Area & General Offices

**Appropriate COVID-19 signage must be prominently displayed that explains the physical distancing and hygiene practices currently in use throughout the property.**

## Cleaning & Disinfection Protocol

- In the reception area, cleaning and disinfecting must take place regularly during the day and more frequently during busy periods. This must focus on frequently touched surfaces especially counters, desks, equipment, communication devices, door release buttons, etc.
- If they are provided on the premises, clean and disinfect internet stations, ATM machines and cigarette machines.
- The sharing of office equipment should be avoided. Where shared equipment is necessary, it must be cleaned and disinfected after each shift or any time the equipment is transferred to another employee.

## Physical Distancing Protocol

- Physical distancing protocols that follow the Government's Public Health advice must be observed in shared office spaces, employee locker rooms and other relevant employees facilities.
- As far as reasonably possible, a distance of 2 metres\* and a minimum of 1 metre\* should be maintained between employees. Where 2 metres\* is not possible all other measures to protect employees should be in place.
- Physical barriers such as sneeze guards/plexiglass and partitions can be useful, particularly in back of house areas where it is difficult for individuals to remain apart. These physical barriers need to be regularly cleaned and disinfected.
- Employees should have a self-sufficient workstation where possible, with an individual computer, telephone and all ancillary equipment.
- Employees sharing workspaces must where possible be grouped in fixed teams that are as small as is reasonably practicable. They must consist of individuals who also work together.
- In offices where meetings/consultations take place, the physical distancing protocol must be adhered to and entry numbers limited. Seats and tables of all visitors must be cleaned and disinfected after each visit.
- A designated employee, where possible, should be stationed at Front of House to control physical distancing measures

## Guest Considerations

- Debit/credit card machines must be moved to the front of the counter and cleaned and disinfected after each use. The use of cashless/contactless payment systems is recommended where possible. Online payment should also be considered.
- Packages delivered to a guest must be placed outside their room. The delivery person must then call the room and wait 2 metres\* away to ensure the package is received by the guest.



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# 14. Public Areas

## Cleaning & Disinfection Protocol

Public spaces must be cleaned and disinfected regularly. Particular emphasis must be placed on the following items and areas, and scheduled more frequently during busy periods:

- Internal and external doors (e.g. door plates, handles, releases)
- Hard surfaces (e.g. tables, countertops, light switches)
- Stair handrails
- Interior seating (e.g. arms of chairs)
- Exterior seating/benches
- Public toilets
- Smoking areas
- Public amenities (e.g. internet station, ATM machine, cigarette machine, vending machine).

Interior and exterior refuse bins must be emptied, cleaned and disinfected at regular intervals.

## Physical Distancing Protocol

- Clear markings must be put in place to ensure that contact between guests and employees is minimised and guests adhere to physical distancing in all public areas.
- Signage referring to COVID-19 physical distancing measures must be installed in visible locations (e.g. notice boards).
- Within public toilet facilities, a queuing system and limitations on the number of users should be in place to ensure physical distancing.

## Toilet Facilities

- Clear signage should indicate the location of and route to the facilities.
- A strict queuing system and limitations on number of users must be enforced to ensure physical distancing.
- Install clear markings to minimise contact between guests and to ensure that queues follow physical distancing requirements. Encourage the use of alternate sinks.
- The frequency of cleaning and disinfection must be increased in toilet facilities.
- Ensure splashes are avoided while cleaning these facilities.
- Ensure soap and hand sanitiser dispensers, disposable tissue dispensers and other similar devices are regularly checked, cleaned and maintained. Repair or replace defective soap units

## Hotel Bars & External Smoking Areas

- The capacity of these areas must be reviewed and altered if necessary. Management must use the Governments Public Health advice to calculate the maximum number of people allowed to enter these areas at any one time (includes service personnel\*\*).
- Following updated Government Public Health measures, businesses should ensure that there should be a maximum of 6 people from no more than 3 households allowed at a table within these areas.
- The amount of seating and stools must be reduced to ensure appropriate physical distancing measures.
- To reduce queues in hotel bar areas, customers must be encouraged to remain seated and order from their seat wherever possible.
- Where possible, facilities such as toilets or smoking areas should not be used simultaneously by multiple gatherings. However if they are cleaned in between usage, they may be used separately by different gatherings, within the same time period.

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\*\* Government Public Health Advice on gatherings on 19-6-2020 advised that service personnel should be included in the capacity limits.



# 15. Food & Beverage

**Management must aim to follow the Government's Public Health advice throughout all food & beverage areas including hotel restaurant and hotel bar and lounge areas, etc. To achieve this, the following steps must be taken:**

- Businesses must follow updated Public Health advice to ensure that all customers using Restaurant and Bar facilities leave these areas by 11.30pm. This includes both hotel residents and non-residents.
- Public Health advice states that the restaurant and bar must be cleared of all customers by 11.30pm. However this does not include staff members who will carry out closing procedures.
- Where possible, guests must be directed to enter and exit through separate doors. These should be propped open if fire regulations allow.
- Hand sanitisers (including touchless dispensers where possible) must be readily available at each access point. Consider providing hand sanitiser on each table. Signage must encourage all guests to use this when they enter and leave.
- Prominent signage must explain current physical distancing practices. This must be accompanied by clear and visible markings that illustrate the safe distancing protocol throughout food and beverage areas. This includes elevators, entrances to bar and lounge areas, toilets, function rooms, smoking areas, etc.
- When a group arrives and needs to queue, only one member should do so. The others should adhere to physical distancing until the group can be seated.
- New SOPs that comply with best practice must guide employees in how to 'Meet, Greet and Seat'. For example, a friendly verbal greeting must replace a physical greeting.

## Cleaning & Disinfection Protocol

The frequency of cleaning and disinfecting the following key areas and items must be at a minimum twice daily and as required:

- Entry/exit doors
- Greeting podiums
- Service stations
- Countertops and bar tops
- Handrails
- Smoking areas
- Exterior seating/benches
- Exterior of refuse bins
- Toilets, etc.

The following items must be cleaned and disinfected regularly during the day:

- Dining tables, stools, chairs and seating
- Trays
- Bill/tip trays, pens and any other reusable items that guests come into contact with.

## Physical Distancing Protocol

- Physical distancing of 2 metres\* should be maintained between tables. However, if this is not possible, this can be reduced to 1 metre\* in [controlled environments](#) if the other risk mitigation requirements outlined in [Appendix 1](#) have been met.
- If all risk mitigation requirements have been met, and physical distancing is reduced to 1 metre\*, pre-booked time limited slots must be in place for customers, which are a maximum of 105 minutes duration plus 15 minutes to allow for adequate cleaning.
- Pre-booking and time limited slots of 105 minutes duration are not a requirement if physical distancing of 2 metres\* is strictly maintained.
- In a [controlled environment](#) physical distancing of at least 1 metre\* should be maintained between people seated at tables. Physical distancing is required between individuals who are not from the same household. It is not required between members of the same household.
- Management is responsible for minimising the number of arrival and departure points for guests. Managers and supervisors must always monitor and manage physical distancing between people and groups rather than simply rely on signage.
- Peak-period queuing procedures must be implemented if guests can't be seated immediately. If queuing isn't possible, a table reservation system must be considered.
- The amount of seating and stools must be reduced and guests must order from their seat wherever possible to reduce queues.
- Physical distancing at a table does not apply within members of a household.

## Contact Tracing

Businesses do not have to keep records of every person in a party, they will be required to have the name and contact details of one person in each party e.g. the person who books the table. **This includes solo diners.** That person should be advised to keep a record of who is their party in case it is required for contact tracing in the future. Details must be retained for one month. The name and contact details of one person in each party must be recorded for both walk-ins and pre-bookings.

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## Bookings

Encourage bookings rather than walk-ins and allocate specific times people will spend in the restaurant. Doing so will assist physical distancing, contact tracing and maximise revenue.

Following updated Government Public Health measures, businesses should ensure that there should be a maximum of 6 people from no more than 3 households allowed at a table. This is applicable to pre-bookings and walk-in customers.

No formal or informal events or parties should be organised on these premises as Government Public Health measures state that events, parties or gatherings of more than 6 people indoors or 15 people outdoors are not allowed in these settings.

If the risk mitigation requirements for a [controlled environment](#), as outlined in HPSC COVID-19: Guidance for Food Businesses, have been met the distance between tables can be reduced to 1 metre\*. In this case pre-booked time limited slots should be in place for customers, which are a maximum of 105 minutes duration plus 15 minutes to allow for cleaning.

Pre-booking and time limited slots of 105 minutes duration are not a requirement if physical distancing of 2 metres\* is strictly maintained. See [Appendix 1](#).

Hotel Restaurants and Bars must follow updated Public Health advice to ensure that all customers leave the restaurant and bar areas by 11:30pm.

## Self-Service Carvery or Buffet

- This style of service must only be provided where physical distancing and other Public Health advice can be followed.
- Physical distancing guidance must also be followed while queuing. See [Queuing section](#) above to ensure appropriate risk mitigation measures are in place. Customer access to buffet/carvery/open food display should be staggered and a one-way system introduced.
- It is important to maintain good hygiene practices if this style of service is offered. Both customers and employees should strictly observe good personal hygiene practices at all times around open food areas. Attention must be paid to hand and respiratory hygiene.
- All foods in the bain-marie or hotplate must be shielded from guests. Employees must serve up and plate food to limit shared use of utensils at open food areas.
- All trays used by guests must be cleaned between uses.
- All goods/foods, visual displays, etc. must be covered and only handled by appointed employees.
- Where food is served buffet-style, all items displayed for guest use must be individually wrapped or be a single serve item. Common tongs or ladles must not be used.

## Table Service

- There must be adequate spacing between customers at each table in accordance with Government physical distancing guidelines and HPSC COVID-19: Guidance for Food Service Businesses
- Front of House personnel allocated to serve individual tables for service adhere to physical distancing where possible.
- There must be minimal handling of glassware when serving drinks or clearing glasses. Front of House personnel must handle glasses by the stem or base.
- Tableside cooking must be suspended if physical distancing cannot be adhered to.
- Before serving a table and after clearing a table, all employees must wash their hands for a minimum of 20 seconds or use sanitiser if hands are visibly clean.
- **Face coverings should be worn by staff during the service of the meal**

## Order Taking

- Menus must be single use or made of a material that can easily be cleaned. Menu boards are an alternative. Menus on apps should also be considered.
- It may be possible to verbally recommend food and drinks to guests. If so, this should be done.
- Where offered, sharing plates can be served per table, they are not to be served as catering platters to larger groups.
- Attention must be paid to hand and respiratory hygiene during order taking and service. Orders should be taken in a time-efficient manner and at a suitable distance to minimise time spent in close contact with guests. Close contact can mean spending more than 15 minutes in face-to-face contact within 2 metres\* of an infected person. For more information see [HERE](#).
- **Face coverings should be worn by staff in customer facing roles where no other protective measures are in place e.g. protective screens and where physical distancing of 2 metres\* is not possible.**
- It's recommended to use individual pens, pads or electronic devices.

## Bar(s)

- Employees must maintain the recommended physical distance from each other behind the bar. To help achieve this:
  - Limit the number of employees behind the bar at one time.
  - Keep a record of who is on duty and when.
  - Divide the bar into areas/zones (where possible) and allocate a zone to each employee to safeguard against cross-over. Minimise movement between these areas.

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- As far as reasonably possible, a distance of 2 metres\* and a minimum of 1 metre\* should be maintained between employees behind the bar. Where 2 metres\* is not possible all other measures to protect employees should be in place.
- Face coverings should be worn by staff in customer facing roles where no other protective measures are in place e.g. protective screens and where physical distancing of 2 metres\* is not possible.
- All employees must wash their hands frequently and as required with soap and water, for a minimum of 20 seconds or use sanitiser regularly if hands are visibly clean. Hands must be cleaned as often as possible.
- The following must also be cleaned and disinfected frequently:
  - Beer taps, handles and optics
  - Drip trays and washable bar mats
  - Counter mounts and nozzles
  - Glass mats
  - Handheld measures
  - Cocktail equipment
  - Ice buckets, scoops and tongs
  - Fruit preparation equipment
  - Storage containers, etc.
- Straws should be individually wrapped.
- Embellishment or decoration of glasses (e.g. cocktail umbrellas) should be minimised.
- Where fruit garnishes are required, good hand hygiene practices must be in place while preparing the fruit - follow HACCP guidelines. Keep garnishes refrigerated and in a covered container until required and serve using tongs/scoop. The scoop must have its own covered receptacle.
- In advance of re-opening, the cleaning of beer lines must be arranged as a notice period may be required by breweries or suppliers.
- Jugs will no longer be available on counters because those using the counter as a dining facility (whilst maintaining physical distancing) may not be from the same household.

## Glassware

- To prevent cross-contamination, fresh glasses must be used for each new drink, particularly from optics and beer taps.
- When pouring drinks, employees must handle glasses by the stem or base and place on clean service trays or the bar counter before serving.
- Similarly, there must be minimal handling of glassware when clearing glasses. Here, service trays must be used where appropriate.

## Service Stations

- Service stations must also be cleaned and disinfected frequently. These include countertops, shelving, equipment, storage containers, etc.
- At service stations, Front of House personnel must be encouraged to maintain the recommended physical distance from each other. Limit the number of Front of House personnel at service stations at any one time. Minimise movement between service stations and ensure guests don't have access to these areas.
- Ensure service stations are stocked with all necessary equipment (e.g. cutlery, condiments, etc.) and cleaning and disinfecting supplies (disinfectant, disposable paper towels, etc.).
- Cutlery must be stored in a cutlery drawer or similar until required.
- All Front of House personnel must have their own stationery items and equipment (e.g. pens, order book). If equipment and tools are shared, they must be cleaned and disinfected after each use or before being given to another employee.

Guidance updates are available on the FSAI website. Please see [HERE](#) for more information.

If you can't ensure that employees stay 2 metres\* apart at all times, you must apply the Return to Work Safely Protocol.

Please see [HERE](#) for more information.

## Ice Machines

Before your hotel or guesthouse re-opens, ice machines must be emptied, recalibrated and the water lines to ice machines must be cleaned out prior to refreshing with new ice. To avoid cross-contamination, each ice scoop must be stored in a separate covered receptacle and washed and disinfected regularly.

## Cellars, Cold Rooms & Store Rooms

- Hand sanitiser (touchless where possible) should be placed at all entrances to cellars, cold rooms and storerooms with instructions that they be used on entering and leaving.
- Clear signage must tell employees to observe physical distancing. A distance of 2 metres\* and a minimum of 1 metre\* should be maintained between staff if the size of cellars, cold rooms and storerooms allows. Where 2 metres\* is not possible all other measures to protect staff should be in place.
- Access systems such as biometric touchpads, keypads or swipe cards must be cleaned and disinfected after each use.
- Beer lines will require cleaning before re-opening. Breweries recommend giving at least 3 weeks notice.
- Clean and disinfect the dispense head and keg neck at every keg change.

\* Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge

## Payment Facilities

Where possible, guests should use card/contactless payment. After bringing the debit/credit card machine to the table (if possible), it must be cleaned and disinfected before being used again.

If handling cash, employees should be provided with gloves and observe the Government's Public Health advice on hand hygiene measures.

# 16. Kitchen

## Cleaning & Disinfection Protocol

At the end of each shift, clean and disinfect each area systematically with effective detergents and disinfectants. All cleaning must be recorded by a suitably trained person.

## Physical Distancing Protocol

As far as reasonably possible, a distance of 2 metres\* and a minimum of 1 metre\* should be maintained between employees. Where 2 metres\* is not possible all other measures to protect employees should be in place.

Where the food service environment makes it difficult to physically distance, employers need to consider what measures to put in place to protect employees.

Examples of practical measures to adhere to physical distancing guidance in the food services environment are to:

- Divide the kitchen into zones with an employee allocated to each zone. Control and minimise movement between zones
- Stagger workstations on either side of service area so that food workers are not facing one another
- Provide PPE if required, such as face masks, disposable gloves and clean aprons/uniforms. The use of PPE would be routine in high-risk areas of food premises that produce ready-to eat and cooked foods. When staff are dressed in PPE it is possible to reduce distance between workers
- Limit the number of employees in a food preparation area at any one time and record the times that employees are on duty
- Organise employees into working groups or teams to facilitate reduced interaction between groups.

Physical barriers such as sneeze guards/plexiglass and partitions can be useful, particularly in areas where it is difficult for individuals to remain apart, for example in kitchens and at cash registers, host stands or food pickup areas. These physical barriers need to be regularly cleaned and disinfected.

Display signs that promote physical distancing and review all handwashing/good hygiene practice signs. Replace them if they are damaged or outdated.

## Kitchen & Food Handling Personnel

- The same food law requirements apply now as did before COVID-19. Any changes to the nature and extent of the business must be reflected in the food safety management system/ HACCP documentation.
- Ensure that all employees are trained in any new COVID-19 standard operating procedures adopted by the business. Keep a record that this training has taken place.
- Ensure that the HACCP system is updated. All new protocols need to be reflected in records, food flow diagrams, cleaning schedules, zoning, allergen updates on menus and delivery & takeaway services, etc. HACCP is in the context of food safety and re-opening only and not for COVID-19 prevention.

## Wash-up

Prior to re-opening, ensure all mechanical dishwashers operate at optimum levels and reach the correct temperature. Ensure all heads of spray taps are cleaned and disinfected. Use adequate and safe chemicals. If equipment is being hand washed, use the correct double sink method with a drain area and wash at the correct temperature and using the correct chemicals.



\* Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge



## 17. Room Service

### Cleaning & Disinfection Protocol

- All equipment (e.g. trolleys, trays, etc.) must be cleaned and disinfected after use.
- All food and beverage items must be appropriately covered during transport.
- Follow your in-house procedure regarding room service.

### Physical Distancing Protocol

- Set food on a tray or trolley in the hallway and notify the guest when the trolley is outside of their room (keeping the food covering in place). The guest can then retrieve their own food/drinks.
- Face coverings should be worn by employees in customer facing roles where no other protective measures are in place e.g. protective screens and where physical distancing of 2 metres\* is not possible.

- If an employee is required to enter the room, ensure physical distancing is adhered to.
- Ask guests to place their tray or trolley outside their room when they finish their meal and then notify the relevant employee to retrieve it.

### Guest Considerations

- Housekeeping services must clean and disinfect laminated room service menus.
- Consider other menu delivery options e.g. feature the menu on the in-house TV channel.
- Minibars must have all loose product removed and the bar then be locked. Items can be made available upon request from Room Service.

## 18. Meetings & Events

### Cleaning & Disinfection Protocol

- Hand sanitiser (touchless where possible) must be readily available at each access point. Consider providing hand sanitiser on each table. Signage must encourage all customers to use this when they enter and leave
- All shared equipment and meeting amenities must be cleaned and disinfected after each use. If this isn't possible, they must be replaced by single-use alternatives.
- Replace linen after each use.
- Clean and soiled linens must be transported in tied single use plastic bags into and out of the meeting rooms.
- After each group use, clean and disinfect conference room doors, tables, chairs, light switches and other equipment.

### Physical Distancing Protocol

- Following updated Government Public Health advice, the number of people allowed to gather in a venue at one time is 6 people indoors or 15 people outdoors.
- Multiple gatherings in venue facilities are only permitted if they are in separate defined spaces and there are systems to prevent intermingling in common spaces (e.g. entrances, exits and toilet facilities).
- Businesses must ensure that there should be a maximum of 6 people from no more than 3 households allowed at a table.
- Seating capacities and floor plans to be reviewed on an event-by-event basis to ensure the recommended physical distancing. Develop examples of physically distanced floor plans for Event Management use.
- Businesses must follow updated Public Health advice to ensure that all customers leave the property by 11.30pm. Public Health advice states that the building should be cleared of all public by 11.30pm however this does not include staff members who will carry out closing procedures.

\*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

\*\* Government Public Health Advice on gatherings on 19-6-2020 advised that service personnel should be included in the capacity limits.

## Guest Considerations

- Individual bottled water provided rather than water carafes on meeting tables and at water stations.
- Create modified menus to showcase styles of service and items currently available.
- Install signage outside of meeting and events to remind guests to follow the recommended physical distancing.

- All food and beverage items must be individually plated and served.
- Coffee and other break items to be served by employees rather than self-service.
- Condiments must be served in individual single-use sachets.

To view Government Public Health measures currently in place, click [HERE](#).

# 19. Recreational Areas

## Cleaning & Disinfection Protocol

- Theatre seating and public recreational areas must be cleaned and disinfected at the end of each performance or event.
- Eliminate equipment sharing by assigning equipment and tools to individual employees.
- Limit performance schedules to allow for adequate cleaning after performances.

## Physical Distancing Protocol

- Following updated Government Public Health advice, the number of people allowed to gather in a venue at one time is 6 people indoors or 15 people outdoors.
- Theatre seating and capacity must be managed to allow for the recommended physical distancing between groups of guests.

## Guest Considerations

- Performers must follow in-house employee hygiene policy.
- Theatre refreshment stations must follow food & beverage protocols.
- Employees must assist in guest movement and flow to ensure physical distancing protocols are followed.

To view Government Public Health measures currently in place, click [HERE](#).

\* Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge

## 20. Pool & Gym Operations

### Cleaning & Disinfection Protocol

- A strict disinfection programme of the changing rooms must be put in place and maintained.
- The pool area must be pressure washed, cleaned and disinfected each night.
- The towel desk and all other desks and counters must be cleaned and disinfected regularly.
- Lifeguard stands must be cleaned and disinfected after each employee's shift.
- If pool areas are to be pressure hosed, suitable and adequate PPE for employees must be supplied, as an aerosol will be produced.

### Physical Distancing Protocol

- Physical distancing of 2 metres\* should be maintained between guests and employees. However, if this is not possible, this can be reduced to 1 metre\* in [controlled environments](#) if the other risk mitigation requirements outlined in [Appendix 1](#) have been met.
- A designated employee must ensure the maximum pool capacity is not exceeded.
- Guests should be asked to book their preferred pool or gym times in order to manage capacity at all times.
- Gyms / leisure centres / swimming pools can remain open with strict physical distancing and other appropriate protective measures in place.
- Exercise classes should be limited to 6 people indoors. Groups exercising outdoors should be limited to 15 people, including training sessions. There should be no mixing between groups.
- If changing rooms are provided, mark the floors to indicate available and unavailable spaces that must be used when changing.
- Viewing chairs and seating must be removed completely.

### Contact Tracing

Businesses should keep contact details of guests using the Pool and Gym facilities. Businesses do not have to keep records of every person in a party, they will be required to have the name and contact details of one person in each party e.g. the person who makes the booking. This also includes solo guests. These details must be recorded for both walk-ups and pre-bookings.

The person who makes the booking should be advised to keep a record of who is in their party in case it is required for contact tracing in the future.

Details must be retained by the business for one month.

### Gym Recommendations

- Equipment must be placed at least 2 metres\* apart. If necessary, equipment must be removed to ensure the correct distance between machines.
- It is recommended to display a notice telling guests that free weights are cleaned and disinfected after use by each guest.
- A designated employee must also then clean and disinfect the machine at least twice daily, or as required.
- As with pools, if changing rooms are provided, mark the floors to indicate available and unavailable spaces that must be used when changing. However, guests should be encouraged to use their room for changing.
- The gym must be supplied with as much ventilation as possible.

### Additional Recommendations

- Handrails and touch points around the pool must be cleaned and disinfected regularly.
- Regular chlorine and pool checks are required.

To view Government Public Health measures currently in place, click [HERE](#).

\* Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge

# 21. Golf Operations

## Cleaning & Disinfection Protocol

- A designated employee must clean and disinfect golf carts and clubs on loan after each round.
- Locker rooms/changing facilities must be cleaned and disinfected regularly during the day and more frequently during busy periods; guest contact areas in each must also be disinfected regularly.
- Hand sanitisers must be available throughout the entire golf experience for both guests and employees, and each employee must carry their own personal hand sanitiser at all times.
- All moveable furniture must be removed from the course.

## Physical Distancing Protocol

- Government physical distancing guidelines should be adhered to between players and employees.
- Only one player must travel in a cart unless accompanied by people who are part of the same household.
- Space between tee times must be increased to 15-minute intervals.
- Guest caddie service offered to guests must be suspended unless physical distancing can be adhered to.

## Guest Considerations

- Attendants at refreshments station must provide service, rather than allow self-service. All items should be pre-wrapped and pre-packaged.
- Individual scorecards and pencil sets should be made be available to players.
- Rakes must be removed completely and employees must monitor bunkers and greens for maintenance regularly during the day and more frequently during busy periods.
- Bookings made at least 24 hours in advance by all guests and members to ensure physical distancing and proper course management.
- Pre-payment processes put in place to avoid the handling of cash.
- Golfers must arrive at the course no more than 15 minutes prior to their tee time. They must then proceed straight to the first tee and return to their car after finishing.

## Contact Tracing

Businesses do not have to keep records of every person in a golf party, they will be required to have the name and contact details of one person in each party e.g. the person who makes the booking. This includes solo golfers. These details must be recorded for both walk-ups and pre-bookings.

The person who makes the booking should be advised to keep a record of who is in their golf party in case it is required for contact tracing in the future.

Details must be retained by the business for one month.



\* Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge



## 22. Spas

### Cleaning & Disinfection Protocol

- Spa treatment areas must be thoroughly cleaned and disinfected regularly throughout the day.
- Treatment rooms must be fully cleaned and disinfected after each guest. Particular attention must be paid to the treatment bench, chair and table plus all equipment used.
- UV treatment boxes must be installed to ensure that all grooming equipment has been properly sterilised.

### Physical Distancing Protocol

- Government physical distancing guidelines should be adhered to between guests and employees.
- Where physical distancing cannot be reasonably practised, therapists must be provided with appropriate PPE and safeguards, such as screens, training and instruction.

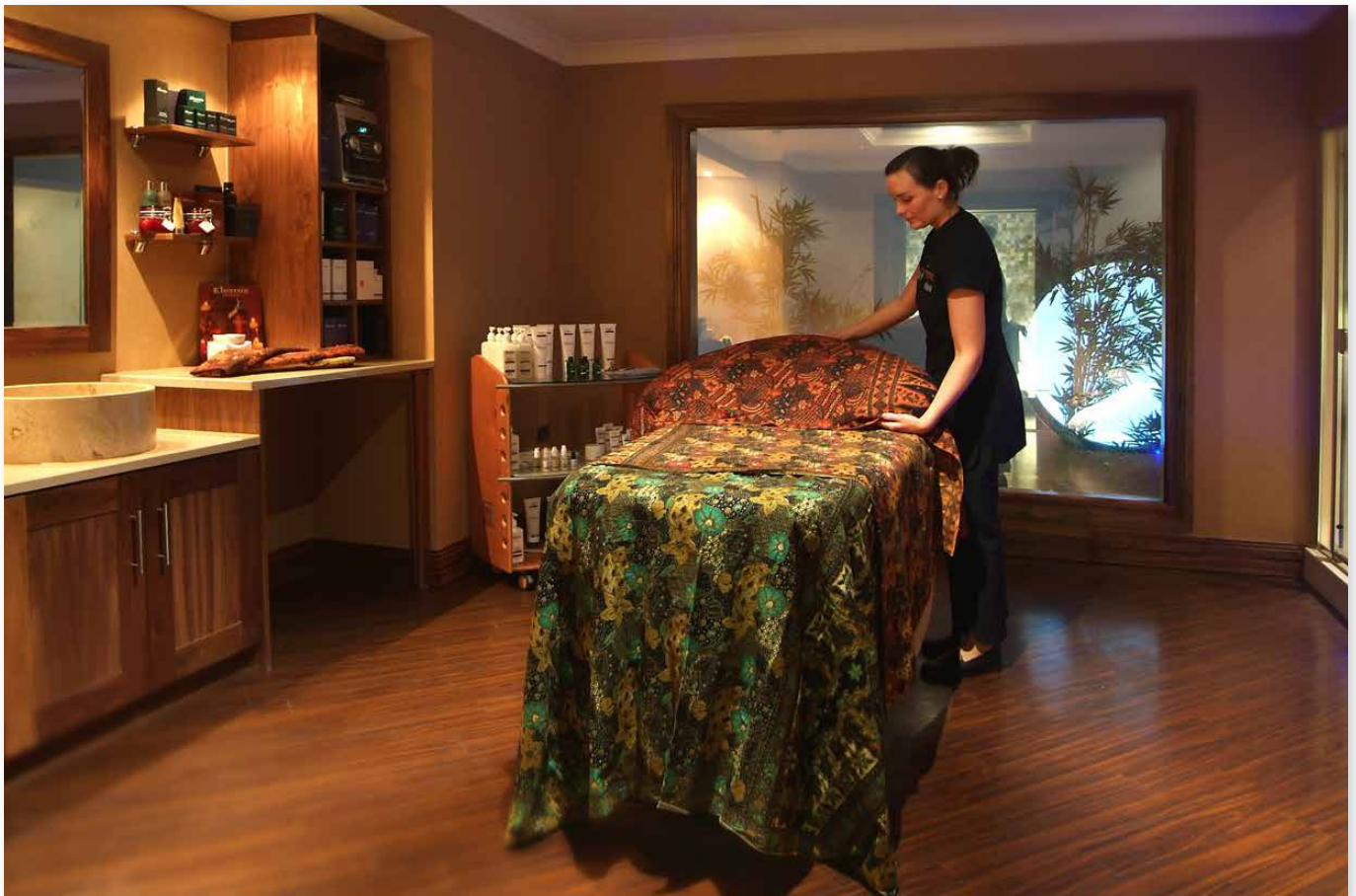
- All PPE must be disposable and be placed in a separate disposable plastic bag after each treatment.

### Contact Tracing

Businesses must keep records of all bookings to allow for contact tracing. They will be required to have the name and contact details of one person in each party e.g. the person who makes the booking. These details should also be recorded for solo guests and be recorded for both walk-ups and pre-bookings.

The person who makes the booking should be advised to keep a record of who is in their party in case it is required for contact tracing in the future.

Details must be retained by the business for one month.



\*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge



## 23. Weddings

- Under Government Public Health Advice there can be a maximum of 50 people in the function area including employees.
- The function area must be self-contained and only one function per area / room.
- Businesses must follow updated Public Health advice to ensure that all wedding guests leave the function/bar areas by 11.30pm. Public Health advice states that these areas should be cleared of all guests by 11.30pm. However, this does not include staff members who will carry out closing procedures.
- Face coverings should be worn by employees in customer facing roles where no other protective measures are in place e.g. protective screens and where physical distancing of 2 metres\* is not possible.
- Face coverings should also be worn by guests when arriving to and leaving their table.

### On Arrival

- Where possible, guests must be directed to enter and exit through separate doors that are automated or manually operated by an employee. Doors may be propped open if fire regulations allow.
- Hand sanitisers (including touchless dispensers where possible) must be readily available at each access point. These must have a minimum alcohol content of 60%. Signage must encourage all guests to use this when they enter and leave.
- Prominent signage must explain current physical distancing practices. This must be accompanied by clear and visible markings that illustrate the safe distancing protocol.

### Drinks Reception

- Service stations must use physical distancing queuing systems.
- Tea/coffee/drinks and canapé stations must be managed by service personnel. There must be no self-service stations. Canapés must be in individual portions.
- Remove as much loose furniture (e.g. sofas, etc.) from the room to ensure maximum space for physical distancing.

### Dinner Reception

- Entrance doors should be opened whilst guests are entering the dining area.
- Review the seating capacities to meet the current physical distancing guidance. There must be adequate spacing between customers at each table in accordance with Government physical distancing guidelines.

- Hand sanitisers (including touchless dispensers where possible) must be readily available. Consider providing hand sanitiser on each table. These must have a minimum alcohol content of 60%. Signage must encourage all guests to use this when they enter and leave.
- Management must ensure appropriate signage is in place to welcome guests and reassure them that employees have been trained in line with the Government's Public Health advice.
- There must be no shared items at the table. Instead:
  - Water jugs must be poured by service personnel only.
  - Salt and pepper shakers, butter dishes should be available only on request.
  - Instead each guest should be given individual portions/sachets.
- For the meal service:
  - Face coverings should be worn by staff during the service of the meal
  - There must be no family-style service of food (i.e. no shared vegetable/gravy dishes, etc.).
  - Wedding afters must be served directly to each guest fully plated.
- Ensuring distancing on the dance floors:
  - Signage on tables and dance floors must ask guests to respect physical distancing guidelines.
  - Employees must monitor and manage distancing.

### Additional Considerations

- All third-party suppliers must ensure they adhere to the Governments Public Health advice.
- Multiple gatherings are allowed in venue facilities provided they are in separate defined spaces and there are systems to prevent intermingling in common spaces (e.g. entrances, exits and toilet facilities).
- Limit the number of service personnel per group of guests to the smallest number that is practical.
- Where at all practical, service personnel should provide services to only one gathering and should not move between multiple gatherings in different venue locations.
- Where possible, facilities such as toilets should not be used simultaneously by multiple gatherings. However if they are cleaned in between usage, they may be used separately by different gatherings, within the same time period.

To view Government Public Health measures currently in place, click [HERE](#).

\* Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

\*\* Government Public Health Advice on gatherings on 19-6-2020 advised that service personnel should be included in the capacity limits.

# Appendix 1

Source: COVID-19: Guidance for Food Service Businesses, V1.1  
25.06.2020 (HSE Health Protection Surveillance Centre)

## Controlled and Uncontrolled Environments<sup>1</sup>

### Controlled environments

Public and private venues or workplaces are considered 'controlled' environments. Examples are workplaces, schools, museums, swimming pools, galleries, cinemas, stadiums, conference facilities and casinos. Food businesses are considered 'controlled' environments, which includes restaurants and cafes.

### Requirements (for food businesses) in controlled environments

- Use additional signage to ask customers not to enter if they have symptoms.
- Regulate entry so that the premises do not become overcrowded. Encourage pre booking as much as possible. A text may be sent to remind the guest to stay away if unwell.
- Use floor markings inside the premises to facilitate compliance with the social distancing advice of 2 metres, particularly in the most crowded areas, such as serving counters and tills.
- Use vertical signage to direct customers to facilitate movement within the premises while maintaining 2 metre distance.
- Make regular announcements to remind customers to follow social distancing advice and clean their hands regularly.
- Place plexiglass barriers at tills and counters if feasible, as an additional element of protection for workers and customers.
- Adequate hand hygiene and toilet facilities. Provide additional pop-up hand hygiene stations or facilities if possible, providing soap, water and hand sanitiser.
- Establish and supervise a schedule of frequent cleaning of bathrooms and frequently touched surfaces.
- Customers should be seated at a table except when using the toilet, paying, and departing.
- Clear signage should indicate the location of and route to the bathrooms.
- Limit the number of servers per group of guests to the smallest number that is practical.
- There is a limit of on the number of people gathering in a venue at one time – in line with NPHET guidance on indoor gatherings. Multiple gatherings are allowed in venue facilities provided they are in separate 'defined spaces' and there are systems to prevent intermingling in common spaces (e.g., entrances, exits and toilet facilities).

- Keep contact details for the person making the booking. Explain that the reason for keeping these records is to provide them to Public Health for contact tracing in the event that someone becomes ill with COVID-19. These records should be kept for 1 month.
- Physical distancing of 2-metres should be maintained between tables. However, if this is not possible, this can be reduced to 1 metre in controlled environments if all of the other risk mitigations requirements outlined have been met AND pre-booked time-limited slots are in place, which are a maximum of 1 hour 45 minutes duration. There should be a minimum of 15 minutes between bookings in order to allow for adequate cleaning and to allow customers to leave and enter, without mixing.
- Physical distancing of at least 1 metre should be maintained between people seated at tables.
- Encourage the use of contactless payments where possible, without disadvantaging older or vulnerable customers
- Use disposable menus or laminated menus that can be adequately cleaned after each use.
- Unnecessary items should be removed from tables and single use rather than shared condiments should be provided.

### Considerations:

- Where at all practical, workers should provide services to only 1 gathering and should not move between multiple gatherings in different venue locations (e.g. two different function rooms).
- Where possible, facilities such as toilets should not be used simultaneously by multiple gatherings. However, if they are cleaned in between usage, they may be used separately by different gatherings, within the same time period.

### Uncontrolled environments

These are settings where people have open access to the premises and generally don't know each other and are unlikely to be in close contact with each other for an extended period of time. Examples are supermarkets, retail stores, shopping malls, and takeaway-only food outlets.

### Requirements:

- Physical distancing of 2 metres for customers (who are not close friends or family).
- As far as reasonably possible, physical distancing of 2 metres – and a minimum of 1 metre – should be maintained between workers.
- Keep contact tracing records for workers.

### Considerations:

As much as possible use contactless payment systems to limit physical contact.

<sup>1</sup> Source: Ministry of Health, New Zealand. <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-information-specific-audiences/guidelines-businesses-and-services-alert-level-1#newal2>

\*If a property can provide exclusive access from their room to an outdoor secluded space (to get fresh air) where the guest will not be in contact with any others guests or members of the public, the guest should be notified of this on check in.

## Appendix 2

Due to the ongoing COVID-19 crisis, passengers arriving into Ireland from overseas countries not listed on the Governments green list are expected to restrict their movements for 14 days after arrival in the country.

Further details on the protocols for international travel can be found [HERE](#).

A list of locations that are currently considered safer to visit during the COVID-19 pandemic ('the Green List') was identified based on the current epidemiological situation and related public health information in each location. This list was published on 20th July 2020 and is available on the [Department of Foreign Affairs website](#). This list will be reviewed every two weeks. Passengers arriving from these named locations will not have to restrict their movements on arrival into Ireland.

### Communication Prior to Arrival

Prior to their arrival, guests should be advised that the property follows all Government Public Health advice and guidelines, and that guests travelling into Ireland from overseas must restrict their movement for 14 days upon arrival into the country. They should be instructed to check the [Irish Government's Travel Advice website](#) for full information on these requirements.

All properties should monitor all planned arrivals closely prior to guest arrival. Where telephone numbers and/or emails are available, all guests should be contacted to confirm their booking and also to request the details of where they are travelling from.

Guests should be advised that they should not use public transport for 14 days following arrival into Ireland.

All properties should review their Terms and Conditions to determine required actions in new situations (such as a refund policy) where a guest fails to restrict movements and is asked to leave. This should be communicated to guests prior to their arrival.

### Facilities for those required to Restrict Movement

If a property chooses to provide facilities for guests arriving from another country and required to restrict their movements, the following procedures are advised:

- Guests must check in online before arriving to the property.
- All details regarding the guests stay/service delivery should be communicated prior to their arrival and detailed again in the welcome letter they receive on arrival (this may need to be translated).
- All rooms occupied by guests who must restrict their movement must be on one corridor, and, where occupancy permits, other guests should not be allocated rooms on this floor.

- Rooms must be close to a stairwell and guests should be encouraged on arrival to access their room using the stairwell, where possible.
- A "spare" room should be kept at all times to allow for medical attention to be provided on site if required or to accommodate a room move owing to a maintenance issue. Employees should not enter once occupied.
- The corridor should be cleaned and disinfected at least twice daily.
- The property must set self-restriction rooms up as per the guidance set out below. All rooms should be thoroughly checked pre-arrival to ensure that there are no maintenance concerns.
- Where possible, consideration should be given to providing larger rooms/interconnecting rooms for families/same households. If guests are not from the same household, twin rooms should be the maximum occupancy type.
- In-room housekeeping will not be provided – provisions will be provided e.g. clean linen, towels and appropriate cleaning products.
- All meals must be purchased in the property and eaten in the bedroom. Food and additional items, on request, can be delivered to the door only.
- Employees are not permitted to enter self-restriction rooms. Employees wearing full PPE should knock and walk away before the door is opened.
- Guests should be encouraged to keep the window within their room open, and to regularly clean the touch points with cleaning products provided.
- Guests should be advised of the weekly fire bell test and informed of what the procedure is in the event of a fire evacuation. This includes maintaining physical distance at the Assembly Point and also wearing a face mask / covering.

Guests who are required to restrict movement (14 days) within the property, must be advised that they must strictly adhere to the following measures for the safety of employees and other guests:

- For the duration of their stay guests should remain in their room\*.
- They cannot use public facilities within the property such as the bar or restaurant, use Health & Fitness Club facilities or be in public areas.
- They are not permitted to have visitors to their room, nor can they go into another guest's bedroom.
- They must communicate with management and employees of the property via phone or other communication platform.

- They must advise management immediately if they become unwell / symptomatic.
- That if they fail to adhere to the above, they will be asked to leave the property.

### Self-Restriction Rooms

Please provide the following in each room, based on occupancy:

- Face masks and gloves
- Clean linen
- Towels
- Toiletries/toilet roll
- Bin bags
- Large linen bags for used linen/towels
- Appropriate cleaning materials
- Tea and coffee provisions
- Disposable cups/glasses
- Water
- Batteries for remote control

Additional items can be provided and placed into a bag and left outside the room.

Rooms should be fully checked prior to arrival to ensure everything is in good working order, including TV channels.

No in-room housekeeping service can be provided, all requirements linen, towels, etc should be provided at agreed times outside the guest bedroom.

Linen and rubbish should be left outside the room for collection as per the business' terms and conditions.

If a guest becomes symptomatic, they should be advised to keep all linen and rubbish in their room and to contact a General Practitioner (GP) for advice.

### Food Service for those required to Restrict Movement

All food should be provided using disposable crockery & cutlery.

Food should be prepared and delivered where possible in suitable containers which can be disposed of in a tied bag and left outside the room door. Guests must contact reception prior to putting waste outside the door in order for immediate collection to be arranged.

Employees delivering food must, at all times, wear their visor and wash their hands immediately after.

### Guests Failing to Restrict their Movement

If an existing guest(s) is not restricting movement as outlined, the General Manager of the property should contact them to remind them of their obligations to do so.

If a guest arrives to the property and a concern is raised that they should be restricting their movements, the General Manager of the property should contact the guest to discuss their requirements.

Where a concern arises around the safety of employees, the General Manager should escalate this within the organisation as appropriate.

### Guests who present as unwell/COVID-19 symptomatic

If a guest reports that they are unwell (COVID-19 symptomatic) they should be advised to contact the HSE support line directly on 1850 241850.

Further details on the HSE support line can be found [HERE](#).

Each property should have an arrangement with their local General Practitioner (GP) to provide advice on COVID-19 concerns.

Consideration must be given to calling emergency services depending on the health of a guest.

### Preparing for a COVID-19 Test on the Premises

If the HSE advises that they intend to travel to the property to test a guest on-site, the following should be considered:

- Providing them with a discreet entry/exit point
- Providing them with a room close by/beside the guest's bedroom to change into and out of their PPE. For further information on the use of PPE please click [HERE](#).

The room provided to the Health Service Executive should be cleaned and disinfected before and after use.

The Health Service staff may request to test the guest(s) in another room – so a second room may be required by them. This room should be close by and must be cleaned as per an infectious clean plan after it has been used.

For further guidance on cleaning in the context of COVID-19, see [HERE](#).

## First Aid

Provision of first aid can only be provided following an assessment of risk via a phone call. In certain scenarios, management may need to contact the emergency services on 999 or 112 for advice. Full PPE should be worn by the First Aid Responder and patient, and any other guests sharing the room.

## Cleaning

As part of their review of cleaning procedures within all departments, an increased emphasis on cleaning and disinfection of frequently touched surfaces will be implemented throughout the property. This must be strictly adhered to, as well as recorded. Particular attention must be paid to cleaning and disinfecting the designated access corridor and stairwell daily.

For further guidance on cleaning in the context of COVID-19, see [HERE](#).

## Guest Departure - No Symptoms

If a guest(s) who has been required to restrict their movement departs the property after 14 days having experienced no symptoms of COVID-19, the room should be manually deep cleaned and disinfected as per current procedures.

## Guest Departure - Suspected Case of COVID-19

If a guest(s) who has been required to restrict their movement leaves the property with suspected or confirmed COVID-19, the room should be closed off, allowing no employees access to the room, and the property's infectious clean plan implemented.

For further guidance on cleaning in the context of COVID-19, see [HERE](#).

A specialist cleaning service provider should be called in to:

- Remove the linen/towelling and rubbish from the room
- Thoroughly clean and disinfect the room using appropriate products.

The room should be left for up to 24 hours and then cleaned as normal.

Consideration should be given to cleaning and disinfecting the corridor and route used to exit by an unwell guest.

## Confidentiality

- Full discretion must be adhered to.
- Any and all communication with the authorities must be in line with GDPR requirements.
- No comments should be made to any other guests.
- No comments should be made to media.

## Payment

- All rates offered for those in restricted movement phase should be inclusive of B&B, lunch and dinner.
- Guests must be advised of all additional chargeable costs incurred.
- Credit cards should be pre-authorised for extras and charged at the end of each week.
- Terms and conditions should indicate that if a guest fails to isolate and is asked to leave, all nights pre-paid are/may be non-refundable.

## Communication and Incident Reporting

As this will be a difficult time for guests, where possible, all reasonable requests should be accommodated.

All incidents should be notified to the Property Owner, Group Headquarters and Health & Safety/Human Resources as appropriate.

**All COVID-19 incidents must be reported.**

\* Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge





Coronavirus  
**COVID-19**  
Public Health  
Advice

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