



# Knightsbrook Hotel, Spa & Golf Resort

## Safe Stay Programme

**Our Commitment to you, Our Guests and Team Members as we navigate through Coronavirus (COVID-19)**

As it has always been, the safety and security of our guests and team members remains our highest priority. We are doing everything we can to ensure your travel safety and provide maximum flexibility as the situation around novel coronavirus (Covid-19) continues to evolve.

### **Health and Hygiene**

Knightsbrook Resort's Safe Stay have developed a programme that will introduce a new standard of hotel cleanliness and disinfection to ensure Knightsbrook Resort Guests enjoy an even cleaner and safer stay and most importantly one that is visible at all times. Our Safe Stay Program has been developed with our leading hygiene experts.

Knightsbrook Resort has ensured that to maintain and continually improve the Safe Stay program with its employees, they complete a Covid-19 Safety Induction and must complete a pre-return to work questionnaire. Our Knightsbrook Resort Online Training Academy ensures up to date records and mandatory Health, hygiene & safety training and Customer service training is completed during our re-opening preparations and will continue throughout the year.

# Knightsbrook Resort will undertake the following measures:

## 1. Physical distancing:

Customers will be advised to practice physical distancing by standing at least 2 metres away from other groups of people not travelling with them while standing in lines, using elevators or moving around the hotel. Reconfiguration of furniture throughout adhering to the Social Distance Guidelines in Bars, Restaurants and Banquet Suites. Plexiglass Barriers will be in place at Reception Desks in Main Foyer, River Spa, Health Club and Golf Shop.

## 2. Hand Sanitiser:

There will be accessible Disinfecting Facilities at Entrance to the Hotel and High Traffic Areas.

## 3. Front of House Signage

There will be health and hygiene reminders throughout the Hotel for all guests and customers.

## 4. Back of House Signage

Signage will be posted throughout the hotel to remind employees of the proper protocol for wearing and disposing of PPE. Also, best practice for hand washing, sneezing protocol and avoiding touching their faces.

## 5. Knightsbrook Resort Safe Stay Seal

To indicate that guests' rooms have not been accessed since been thoroughly cleaned.

## 6. Extra disinfection

The 10 High touch Area in Guests Rooms including light switches, Telephone & TV Remote Controls, Closet Goods and door handles will be given additional attention

## 7. Less Communal Access

Such as Breakfast Buffet been replaced with Table Service, Concierge Service suspended and limited number of guests in Lifts. Two Stair Routes are also available to all floors.

## 8. Reduced Amenities in Rooms

Guest bedrooms cannot be accessed or serviced by our accommodation team during your stay following social distance guidelines.

We have also removed the following items from guest bedrooms:

- Pen, paper and guest stationary
- Guest Directory & Brochures
- Glasses
- Iron & Ironing Board
- Shower Gel & Moisturiser (Soap and Shampoo will be supplied)
- Cups in Bedrooms will be replaced with Disposable Cups
- Robes & Slippers (Executive Floor Only)

All of which will be available upon request.

## 9. Increased Cleaning Frequency of Public Areas

Such as Rest Rooms, Counter Tops and Elevator Buttons.

## 10. Focus on Health Club and Spa.

Improved guidelines for disinfecting the Resort Fitness Club, possible closing for cleaning multiple times daily and limiting number of guests allowed in at any one time. The HSE has advised that proper chlorination of Hot Tubs and swimming pools kills CV -19. Knightsbrook Health Club carries out regular chemical checks to ensure chlorine levels are maintained at the optimal level. Thermal Suite, Sauna & Steam Room will reopen at a later date, they will be sprayed at regular intervals with sanitizing spray. River Spa Staff will be practicing strict hygiene controls including hand-washing between clients along with sanitising and ventilating treatment rooms between appointments.

## 11. Employee and Guest health concerns

Based on the best advice at the time, our employees will be given clear instructions on how to respond swiftly and report any suspected cases of COVID 19 at the hotel to the manager on duty. We will be ready to provide support to our customers. Employees will be instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a co-worker or guest with a cough, shortness of breath, or other known symptoms of COVID 19. Employees and customers who are exhibiting any of the symptoms of COVID 19 while at the hotel are instructed to immediately notify their manager (employees) or a staff member (guests and customers). A Safe house will be available for any suspected cases and in the event of a suspected case medical services will be called.

## 12. Case Notification

If we are alerted to a possible case of COVID 19 at the hotel, we will work with the HSE to follow all appropriate actions recommended by it.

Throughout the enhanced cleaning process, our Hotel Team Members will be provided with personal protective equipment and enhanced training designed to protect their well-being while continuing to deliver Knightsbrook Resort Hospitality.