

Ocean Sands Hotel Covid 19 Policy 2020

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

As Covid-19 continues to impact the global community, we would like to keep you informed about the procedures and protocols we have introduced within the hotel. Based on guidance from Our Government and The World Health Organisation, we have taken specific steps to ensure the safety and welfare of our guests, employees and suppliers.

Are you accepting new bookings?

We continue to accept new reservations, in line with local travel guidelines.

What measures have been implemented to protect your staff and guests?

- We take standards for hygiene and cleanliness very seriously and are proactively implementing additional hygiene procedures and precautions to ensure that the highest possible standards are upheld throughout every area and service which the hotel provides, for its guests as well as our own team.
- We are committed to playing our part in trying to prevent Covid-19 from escalating. We ask that our guests do the same and follow healthcare and government guidelines regarding personal hygiene, respiratory etiquette and Covid-19. Comprehensive employee communications policy to ensure reliable, up-to-date information is communicated to employees and to clarify procedures and policies around mitigating the risks associated with Covid-19
- Posters in public areas to inform of good hand hygiene, respiratory hygiene and cough etiquette
- We will keep our distance from our guests as our assurance to you. We have appointed COVID health ambassadors in each department
- Hand sanitiser stations have been set up in all areas of the hotel.
- We will offer alternative check-in and check-out options, parking and housekeeping services tailored to guests' needs and comfort.
- Every member of the team has and will continue to be provided with training on safety, sanitation and physical distancing protocols and we will have COVID health ambassadors across the hotel.

- Bar & Restaurants & Public Areas have been rearranged to adhere to social distancing measures and our team have implemented new reservation procedures.
- We have increased our frequency of cleaning and disinfection of all areas with special attention to high touch points in line with recommendations from WHO, HSE & Failte Ireland.
- We have elevated our sanitation of bedrooms and removed all nonessential.
- All linen is laundered out of house by a specialist laundry company to temperatures above 60 degrees.
- Team members will use personal protective equipment in high risk areas.
- We have social distancing signage to provide guidance for guest's in all public spaces.
- Contactless services are available.
- We have for now replaced our handshake with a nod and a smile.
- While the situation is still evolving rapidly, we know it is important to be prepared to deal with any escalation in the spread of the virus and have the following actions in place:

Public Areas

- Comprehensive employee communications policy to ensure reliable, up-to-date information is communicated to employees and to clarify procedures and policies around mitigating the risks associated with Covid-19
- Posters in public areas to inform of good hand hygiene, respiratory hygiene and cough etiquette
- Additional tissues available in public areas
- Additional Training has been and will continue to be provided
- Additional cleaning of public areas and frequently touched surfaces (door handles / reception desk / elevator buttons) – using products which are effective in killing the virus
- Property linen washed on a higher temperature by an external Linen Company
- We have identified all common touch points and have implemented a thorough sanitisation of these points
- Extra public area staff have been rostered to ensure regular sanitising of commonly touched surfaces
- Our internal communications platforms are ensuring efficient flow of protocols and updates
- We have circulated health authority guidelines on personal hygiene and travel arrangements to all employees
- We are committed to providing the additional staff required to implement best practice procedures
- Contactless cards are available at payment points
- All Public areas and corridors will be ULV Fogged each night as extra cleaning precaution.
- Sufficient supply of hand sanitisers, gloves, masks, paper towels and disinfectant materials are available
- We ask that our customers do the same and follow the health authority and government guidelines regarding personal hygiene and Covid-19.

Check In & Check Out

- A Warm Welcome awaits , we do however ask that one person come to reception only to check into the room or apartment
- Hand sanitiser, gloves and masks are available.
- We will sign you registration card on your behalf.
- Payments can be made on arrival, during your stay or on departure.
- Contactless Payment options available.
- We are happy to store luggage if you do not have a vehicle
- The lift will be available for use - with one household per lift at any one time.
- We may need to call you prior to arrival to allow us manage arrival times.
- We will offer alternative check-in and check-out options, and housekeeping services tailored to guests' needs and comfort.
- No room charges for food or drinks are available at the time, we ask that pay as you go.
- Express Checkout is Available
- Reservations will be taken on check in for breakfast, lunch and dinner. Each meal will require a reservation.
- Key cards will be disinfected thoroughly, and dropped in the postbox on departure.

Guest Room Cleaning

- Our housekeeping team have undergone retraining on the latest protocols and best practices in relation to PPE, distancing and new advanced cleaning techniques.
- We have received expert advice in relation to our cleaning agents and procedures.
- We will be using 71 percent alcohol based sanitizers throughout the hotel
- We will offer alternative housekeeping services tailored to guests' needs and comfort.
- We have invested in the latest technology of ULV Fogging System – Each room and apartment will be treated thoroughly cleaned and sanitised by our team and then treated with the Fogging Machine – to guarantee Room Decontamination.
- A door sealer sticker will be placed after cleaning on each room/apartment for your safety.
- Using the World accredited Safe Travels standard and new Failte Ireland Safe Stamp Programme Safety Charter

How are you ensuring social distancing?

- We will keep our distance from our guests as our assurance to you. We have appointed COVID health ambassadors in each department
- PPE will worn as necessary
- Signage and floor markings to observe social distancing guidelines
- The Hotel Management wish to advise that we will be monitoring Social Distancing at all times and guests not adhering to it will be asked to do so for their own safety and the safety of others.
- We are opening up all our public spaces to ensure adequate space is provided for our customers and guests.
- We ask that all families and groups dining together remain seated during their visit.

Food Areas

- We will be open for dining only from 29th June , you will be able to order drinks with your food during this time. The Hotel Bar will open 20th July 2020.
- You will be required to make reservations for breakfast, lunch and dinner in advance.
- All menus will be available online to view and in house.
- Single use menus will be provided
- Breakfast will be served in the Bay View Suite on the Plaza Level 8am to 10.30pm
- Lunch will be served in the Ocean Bar & Restaurant Daily from 12.30pm to 4.30pm with limited seating in the Conservatory and Atlantic Room
- Dinner will be served in the Ocean Bar & Restaurant & The Bay View Suite on the Plaza Level Daily from 5pm to 9.30pm with limited seating
- Reservations for Breakfast 45minutes, Lunch will have 1.5 hours and Dinner 2 hours
- Revised approach to service operations adhering to FSAI, WHO and HSE guidelines
- Our seating plans have been modified to adhere to social distancing measures and Breakfast and Dinner will be served in our Large Bay View Suite and tables will be available in the Ocean Bar & Restaurant
- Pre Booking is required and you will be allocated an arrival time. There will be a 15 minutes allocated for late arrivals, after which the table will be released.
- Call and Collect options and Room Service is available for in room dining
- Take Away Options are still available daily.
- Contactless payment is available; Bills will be presented at the tables and will be required to be paid at the table to avoid queues.
- We ask that all families and groups dining together remain seated during their visit.

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

Symptoms to look out for include:

- A cough
- Shortness of breath
- Breathing difficulties
- Fever (high temperature)
- Wash hands properly and regularly:
- Before and after eating or drinking
- After going to the toilet, nose blowing, sneezing or coughing
- After cleaning procedures, handling waste and waste bins
- After handling contaminated (dirty) items
- Whenever hands become visibly dirty
- If in contact with a sick person, especially those with respiratory symptoms
- Cover mouth when coughing and sneezing:
- Cover nose and mouth with disposable tissues – if you don't have a tissue, cough or sneeze into your arm or sleeve (not hand)
- Place used tissues into a sealed bin – wash your hands
- Avoid touching your eyes, nose or mouth if your hands are not clean
- Review travel guidance from your own country's Department of Foreign Affairs and the Irish Department of Foreign Affairs

I have an upcoming reservation with you, what should I do?

If you have a reservation and you are not able to travel, please contact us to reschedule or cancel your booking now.

How can I cancel my booking?

If you have an existing reservation and need assistance in rescheduling or cancelling your reservation, please send us an e-mail or telephone with your request and we will contact you as soon as possible.

We recommend that guests who have booked through an online platform, travel agencies or other third-party providers contact their booking provider for further assistance.

What are you doing if a guest of staff member becomes unwell?

Each team member has been fully briefed on how to approach guests that may be unwell or are self-isolating, and we remain in close daily contact with each team member to ensure they remain in good health. If employees or an immediate family member does not feel well, the order is to stay at home and clarify any medical condition before returning to work.

Should a guest present with any symptoms of or feel unwell during their stay, we kindly ask them to stay in their room and contact local health authorities, who will provide further instructions and assist with medical needs. We ask any guest who is feeling unwell to telephone Front Desk and inform them.

We have at each of our properties a full list of protocols to follow should a colleague or guest become ill. We have a designated isolation room for a guest or staff member if they become unwell.

Cancellation policy and booking flexibility

Now more than ever we understand the importance of flexibility when planning your travels and we will continue to update our booking and cancellation policies while travel restrictions are in place providing you with as much workability and planning comfort as possible.

I want to make a new booking, what cancellation policy will apply?

We want to help you plan and book your future travel with confidence.

With no deposit required and cancellations possible up to 48 hours for rooms for individual reservations while travel restrictions are in place, travel planning is commitment free.

There is a 4 week cancellation policy on Apartments.

What happens if I paid a deposit for my booking?

If you cancel a rate which required a deposit or payment in advance, we will do everything we can to process your refund as quickly as possible if it's within the cancellation period. Reservations may be changed without a fee but may result in different pricing.

I made my booking through a third-party website, what should I do?

For bookings made through a travel advisor or third party we request that you contact them directly as they may have different policies in place.

I am concerned about an event I have scheduled, what should I do?

We will work with our customers to manage any changes needed to Wedding, Group & Meeting bookings on a case by case basis. We are actively supporting weddings, groups and meeting organisers to address the needs of each event, including moving event dates to another time, in line with terms and conditions of that booking. For further queries please contact our sales team.

Who do I speak to about changing/creating a reservation?

To change or make a reservation visit www.theoceansandshotel.ie or call our Reservations team on +353 96 26700