

Covid-19 Policies and Procedures

Dear Valued Guest,

Please note that, following the Irish government guidelines, the Talbot Hotel Stillorgan is open to accommodate ESSENTIAL WORKERS during the COVID-19 Level 5 restrictions period, meant to last until 01/12/2020.

As Covid-19 has changed our perception on how we interact in social settings, we very much acknowledge that your Health and Safety during your stay in our number one priority. Therefore, here at the Talbot Hotel Stillorgan we have implemented a new set of policies in our general terms and conditions and stringent procedures operationally ensuring peace of mind and comfort throughout your entire stay.

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

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

Travel into Ireland from abroad

Anyone travelling into Ireland (apart from Northern Ireland and individuals arriving from locations on the Government Green List) are asked to self-isolate for 14 days as per the Government guidelines. Government travel advice and details of the 'green list' of exempted countries (reviewed every two weeks) are available on the Department for Foreign Affairs' website [HERE](#) *The current Irish Government travel advice and policies in relation to visitors travelling from overseas is available [HERE](#)*

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

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

If you have any queries that are not answered below, please contact us at reception@talbotstillorgan.com or (01) 200 1800.

We look forward to welcoming you. We truly value your custom and assistance during these unprecedented times.

Yours Sincerely,

Daragh O'Neill

Daragh O'Neill

General Manager

General Cleaning Policy

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

Team Training

- All Team members will complete “Return to Work” forms which will include full training post Covid-19 prior to their returning for work
- We have provided **designated areas for staff** to prepare for work and adhere to sanitation procedures
- Social distancing to apply to staff where **breaks are staggered, and workspaces spread out** to a 2m distance
- Regular [DIVERSEY Ireland](#) training for all our staff to refresh everyone on cleaning and sanitation procedures
- Team members will be provided with **Personal Protective Equipment (PPE)** appropriate to their area of work and some departments may require specific PPE such as accommodation & laundry services
- **Individual Work Kits** will be provided depending on each area of the hotel. For example, restaurant staff kits to include individual order docket book, pen, service cloths



Arrival/Check In

- On arrival at the Hotel please use the hand sanitiser inside the front entrance door
- At reception & front desk please observe social distancing of 2 metres
- You will notice a change to our reception desk to safeguard the team and you, our guest, as we have installed **Safety Screens** and there is **2m area Floor Marking's**
- Guests are encouraged to **pre-book & check in online**. If you avail of that, our receptionist will have pre-populated guest information so that your interaction will be brief and efficient. You will only be required to collect your bedroom Key Cards
- If pre-arrival check in was not possible you will be required complete the registration card, provide a method of payment, enter your pin on the Credit Card terminal for pre-authorisation or payment. The keypad of the credit card terminal will be sanitised after each use.
- Upon completion of check in, you will be given your sanitised key card and directions to the stairs to access your room
- For all payments, our preference is for Credit or Debit card payment

Guest Rooms

- Careful consideration has been given to the preparation and presentation of your bedroom and you might find some things different. For example, we may no longer offer tea/coffee making facilities, pens, and paper. **You will receive a digital version of our guest directory by email when you check in**
- Our **deep clean of "High Touch Areas"** will include extra disinfecting of the most frequently touched guests room areas such as light switches, door handles, TV remotes, toilet flusher, taps, telephone and more
- Staff will wear **PPE before entering each room** to reduce the risk of cross contamination.
- When a guest room is vacated after a stay, **all material will be removed and cleaned** from room (even if unused), including bed linen, towels, bathrobes, bathmats, shower curtains and all amenities such glasses, coasters etc
- Our **deep clean process** will include washing down all surfaces & high touch points, cleaning & vacuuming all floors
- The complete bedroom will **be sprayed with sanitising solution (*Sterinova*)**
- Following the sanitisation spraying & final inspection the bedroom will be sealed. The seal is our assurance to our guests that our bedrooms are cleaned to the highest possible standards



Dining with Us

- To maintain social distancing, please **make a reservation for Breakfast, Lunch and Dinner** so that we may control the numbers dining at any one time
- You are asked to avail of the **sanitisation stations** to be located at entrance to our Restaurant upon entry and exit
- Children must always dine with parents
- Breakfast will be **served from 7am to 10.30am** (Mon to Sat) **8am to 11am** (Sunday) and is only available by reservation.
- We will practice social distancing by **setting up tables 2m apart** and ensuring, as best we can, that large groups are not all booked in the restaurant at any one time
- We will use **disposable items** for single use where possible i.e. menus, paper napkins, individually wrapped condiments, butter, preserves, sauces, and salt/pepper sachets. We will not use **linens** on the tables
- Our **team will play their part** and each team member will have their own workstation and will maintain the appropriate distance when taking an order
- When dining, our preference is for payment is to Room Charge or contactless Debit or Credit Card
- **Room service will also be available** during this time. All Food & Beverages will be provided in disposable containers

Serving of Alcohol

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



Fitness Suite

- Our Fitness Suite is open to our **hotel guests only**
- Opening times are **7am - 9pm**
- You will need to **pre-book time slot** by dialling extension “0”
- Each guest is welcome to spend **45 minutes (max)** in the Fitness suite to ensure fair usage for everyone
- Only **1 guest allowed at a time** in the Fitness suite, so you will have plenty of space.
- Our team will ensure that an **ongoing hygiene regime** is conducted.
- Changing facilities will not be available so we ask that **guests please get changed in bedroom**. Please bring your own robe or cover up. Towels will be available in the Fitness suite
- **Sanitising station** will be set-up inside the Fitness suite

Family

- For parents, we understand how important it is to ensure your **child is safe and to keep them occupied**. We request that parents always supervise children

Check Out

- To observe social distancing and to avoid queuing in the morning, guests will have the facility to Check out online. Should you prefer to do so at reception please allow plenty of time observing & following social distancing rules.

