

# Herbert Park Hotel

AND PARK RESIDENCE

## Stay safe at the Herbert Park Hotel and Park Residence

Welcome to the Herbert Park Hotel and Park Residence.

We are pleased to confirm that all employees at the Herbert Park Hotel and Park Residence have successfully completed the Fáilte Ireland's Infection Prevention Control for Tourism Businesses course and that we have been awarded the COVID-19 Safety Charter which demonstrates that we are operating in line with the current Government public health advice and with safety and cleaning protocols in place. We want to reassure you that we are closely following the guidance and procedures of the World Health Organisation and the Irish Health Services Executive (HSE) & the Irish Hotel Federation regarding the Coronavirus, to support the health, safety and wellbeing of our Customers, our Staff, and our Community.

### We kindly ask our guests to:

- Wear a face covering in all public areas including lobby, guest lifts, corridors, food and beverage areas unless seated at a table.
- Adhere to social distancing measures as outlined in signage provided.
- Use hand sanitisers provided.
- Stay at home if feeling unwell and avail of our fully flexible cancellation policy when unable to travel.

Some ways in which we are supporting our team:

**Hand hygiene:** Proper and frequent handwashing is vital to help combat the spread of viruses. In our daily hotel and departmental meetings, our teams are reminded that cleanliness starts with this simple act. It's important for their health and that of our guests.

**Ongoing training:** In addition to training on housekeeping and hygiene protocols, hotel associates have also completed enhanced COVID-19 awareness training.

**Real time information:** The Hotel's team is on stand by 24/7 to support and coordinate with local and regional authorities.

**Cleaning products and protocols:** Our hotel uses cleaning products and protocols which are effective against viruses.

**Visors & face coverings:** All of our hotel team members wear visors or face coverings at all times.

**Check in:** Contactless check in is available upon completion of a pre-arrival form.

**Key cards:** Guestroom key cards are disinfected after each use with medical-grade antimicrobial cleaning agent.

**Hand disinfection:** Touchless hand sanitisers and disposable sanitising wipes are available for Guests as well as lidded waste bins for wipes. Hand sanitisers are available for colleagues behind the Reception counter.

**Social Distancing:** Social distancing will apply in all of the public areas including lobby, restaurant, bar and guest lifts.

**Bedroom cleaning and sanitation:** We regularly sanitise all key high-touch points using a new set of cloths for each room to avoid cross-contamination. Each time a room is serviced all glass, china and silverware is removed from guest rooms and washed at 60°C. All bins are disinfected with a medical-grade cleaning agent. Each time room is serviced, it is fully ventilated.

**Public spaces:** The frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, elevators and elevator buttons, door handles, public restrooms has been increased.

**Restaurants and bars:** All menus, credit card machines, tables and chair arms are disinfected after every use. All seating arrangements have taken into consideration recommended social distancing.

We are looking forward to welcoming you to the  
Herbert Park Hotel and Park Residence soon