



Health & Cleanliness Protocols

General protocols on premises and public areas:

- Social distancing measures will be applied between guests and staff to alleviate the risk of transmission
- Hand sanitizer dispensers have been provided to all building entrances and exits and inside buildings where necessary (such as toilets)
- Extensive sanitation on a regular basis of all public areas and daily in guest rooms
- Maintain and check logs of cleaning activities
- Oversight of all staff and provision of information to staff and guests regarding protocols in place
- Until further notice, spa treatments are not available
- Restaurant and breakfast room spacing will be monitored and no more than 40 guests will be allowed. Weather permitting guests will be given the option and encouraged to have breakfast or dine outside to ensure maximum distancing
- Pool loungers are spread out, at two meters between groups of two loungers and sanitized after use
- Guest transport vehicles will be sanitized daily, hand sanitizer will be available for passengers
- Breakfast buffets will only consist of individually plated items, in addition to a-la-carte on order items available
- A protocol for responding to a guest or staff member that displays symptoms has been developed in line with regulations and is available on request

General protocols for staff:

- All staff have received extensive training and information on the spread of the virus, which precautions to take, personal hygiene and regular personal sanitation of hands
- Staff are provided with face masks which is worn at all times
- Social distancing measures are enforced in all work spaces
- Daily temperature checks on arrival before entering the premises
- Regular sanitizing of all work space including “back of house”
- Where transport is needed, the company will private transport in order to avoid public transport
- Monitoring compliance with correct PPE usage – observing, CCTV, spotchecks etc.

- Monitoring compliance with the Department of Labour COVID-19 Occupational Health and Safety Measures in Workplaces
- Staff contact details will be up-to-date and all details of staff on all shifts, drivers of vehicles etc., will be meticulously recorded

General protocols for guests:

- Ground handlers and agents are requested to provide us with the full itinerary of guests before arrival where possible
- Guests are encouraged to use private transfers or private car hire
- Guides dropping guests off will be requested not to enter the reception area unless it is absolute necessary. Guests will be assisted in the parking area
- On arrival all luggage handles will be wiped down with sanitizers
- On arrival guests will be required to sanitize their hands at one of the dispensers provided
- Sanitizers are also provided at reception desks during check-in procedure and general guests assistance during stay
- Guests who don't have their own will be provided with a personal bottle of hand sanitizer on arrival
- On arrival guests will be required to provide contact information (email and mobile) as well as information where they stayed prior to arriving at our premises, where they will be staying after us and their mode of transport getting to us
- On arrival guests will be provided with a brief explanation and options regarding protocols including:
 - Procedures if someone has a high temperature or COVID-19 symptoms
 - Access to medical services and pharmacies
 - Room service options, linen change frequency options, restaurant service options
- If required by law, a temperature check on arrival
- If required by law, a face mask to be worn in public spaces
- Cash handling is discouraged and contactless payment options are encouraged

General protocols for guest rooms:

- As we are aware that some guests might prefer more regular cleaning intervals and others will prefer less staff contact in their rooms, guests will be provided options on items such as cleaning intervals, linen change intervals, turn-down service.
- Before and after guests arrival, in addition to general cleaning of high standard, specific attention will be given to sensitive and high contact areas such as bathrooms and toilets, surfaces such as door handles, light switches, latches, bedside tables, room amenities