



Covid- 19 Policy Statement

Dear Valued Guest,

Hotel Minella is delighted to welcome guests and visitors as we continue to implement all HSE Recommendations and Fáilte Ireland Guidelines across Hotel Operations. We are delighted to inform you that we are members of the Fáilte Ireland COVID-19 Safety Charter which demonstrates to our customers, as a tourism and hospitality business, we are operating in line with current Government public health advice and with safety and cleaning protocols in place.

The health and safety of our guests and professional team of staff are of the utmost importance to us, and with that in mind, we are now implementing the necessary protocols in line with [Fáilte Ireland Guidelines](#).

We will continue to work with the [HSE](#), the [Irish Hotels Federation](#) on these protocols to ensure that we are providing a safe and comfortable experience for both our staff and guests.

Due to the ongoing COVID-19 crisis, passengers arriving into Ireland from overseas countries not listed on the Governments green list are expected to restrict their movements for 14 days after arrival into the country. We are unable to accommodate guests from countries not on the green list in the hotel unless they have restricted their movements elsewhere prior to their arrival to the hotel.

Details of the 'green list' of exempted countries (reviewed every two weeks) are available on the Department for Foreign Affairs' website.

We have a COVID-19 Policy which is displayed in our hotel foyer which outlines our commitment as a business to implement our Response Plan and help to prevent the spread of COVID-19.

Our aim is to:

- Continue to monitor our COVID-19 Response Plan and amend as per current Government advice
- Provide up to date information to our employees/guests on Public Health advice issued by the Health Service Executive (HSE) and the Government
- Display information on signs and symptoms of COVID-19, respiratory etiquette, and correct hand-washing techniques throughout the hotel
- Provide an adequate number of trained Lead Representative(s) who are easily identifiable
- Inform all workers of essential hygiene, respiratory etiquette, and physical distancing requirements
- Adapt the workplace to facilitate physical distancing.
- Keep a contact log group to help with contact tracing
- Have all employees attended an induction / familiarization briefing
- Provide comprehensive, on-going training plan for all employees



- Develop procedures to be followed in the event of a Guest/Staff showing symptoms of COVID-19 while on Hotel Premises
- Provide instructions for employees/guests to follow if they develop signs and symptoms of COVID-19
- Intensify cleaning and disinfection in line with government advice
- All managers, supervisors and workers will be consulted on an ongoing basis and feedback is encouraged on any concerns, issues, or suggestions. This can be done through the Lead Worker Representative.

Expectations of Guests:

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:

- Do not present at our hotel if you have any symptoms of Covid-19, have been out of the country in the last 14 days or have been identified as a close contact of someone who has tested positive for the virus
- Face coverings to be worn when arriving to or leaving your table in Restaurant and Bar. Our bars and restaurants will be operating with table service only in place, please adhere to these requirements.
- Maximum of 6 people from no more than 3 households allowed per table
- Restaurants and bars within Hotel will be cleared of all customers by 11.30pm
- Making use of our sanitising stations located throughout the Hotel and washing your hands regularly
- Observe social distancing with other guests and staff. Signage will be visible throughout the premises
- Making reservations for Breakfast, Lunch & Dinner prior to arrival or at check-in
- 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
- Adhere to one-way systems around the hotel and within toilets
- Adhere to passenger lift requirements – 1 family per lift
- Booking in system in place for use of Leisure facilities and restriction on numbers allowed in centre
- Assist Hotel Management and staff with contact tracing procedures



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 is 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 Hotel Minella.

If you have any queries, please contact us at reception@hotelminella.com or 052 – 6122388. Breakfast will be served from 7am to 10.30am (Mon to Sat) 8am to 11am (Sunday) and is only available by reservation.

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

Signed: *John Nallen*
John Nallen

Signed: *Elizabeth Nallen-Bowen*
Elizabeth Nallen-Bowen