

## Woodford Dolmen Hotel response to Covid-19

The safety & wellbeing of our guests and employees is always our priority. As with any issue concerning public health, we are guided by advice from the HSE and Government Health authorities. While we consistently maintain high standards of hygiene in our properties, we have implemented additional measures to mitigate any potential risks. These measures are continuously under review in compliance with recommended guidelines from the HSE and the WHO.

### WHAT WE ARE DOING

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:

- Sufficient supply of hand sanitisers, gloves, paper towels and disinfectant materials in stock.
- 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 bathrooms to inform of good hand hygiene.
- Additional cleaning of public areas and frequently touched surfaces (door handles / reception desk / elevator buttons) – using products which are effective in killing the virus
- We have provided sanitiser stations at entry/exit points & in other public spaces.
- Our internal communications platforms are ensuring efficient flow of protocols and updates
- We have circulated HSE & WHO guidelines on personal hygiene and travel arrangements to all employees
- We have implemented full procedures for sanitising guestrooms including all touch points e.g. remote controls, handles, light switches
- We are committed to providing the additional manpower required to implement best practice procedures
- Our current cancellation policies remain in place for all bookings but this is constantly under review and we will be directed by HSE, IHF and government decisions & guidelines.

## Covid-19 Guidelines for Guests and Customers

### GUIDELINES FOR CUSTOMERS

We are committed to playing our part in trying to prevent Covid-19 from escalating. We ask that our customers do the same and follow the HSE & WHO guidelines regarding personal hygiene and Covid-19.

- 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

### HIGH RISK GROUPS

If you are in a high risk group, consider if travel is in your best interest. Discuss your concerns with your doctor by phone and keep your distance from people who are sick.

Those considered to be at higher risk for COVID-19 include the following:

- People aged 65 years and older
- People with long-term medical conditions – for example, heart disease, lung disease, diabetes or liver disease

### SYMPTOMS TO LOOK OUT FOR

- A cough
- Shortness of breath
- Breathing difficulties
- Fever (high temperature)

Each of our properties has a full list of protocols to follow should a colleague or guest become ill. These guidelines do not constitute legal advice and are purely for guidance.