

**ABBEY COURT HOSTEL COVID-19 GROUP HEALTH & SAFETY POLICY - Issue Date: 15<sup>th</sup> September 2020**

**STAY WITH CONFIDENCE**

In our hostel network, the safety of guests and staff is paramount, and we have put together this Health & Safety Policy so that groups know exactly what to expect from their stay in the Abbey Court Hostel and how it will work from pre-arrival, check-in, and through to departure for your group.

The following are the 10 Common safety and additional hygiene measures being implemented across the Irish tourism industry, and you see all of these in operation within your hostel. Fáilte Ireland in conjunction with Irish Government bodies, Health Service Executive, Health & Safety Authority issued guidelines that all tourism businesses must comply with. These guidelines were created to ensure the health and safety of visitors and staff are the number one priority across the industry:

 Plexiglass Shielding screens	 Hand sanitiser stations
 Staff COVID-19 training	 Special COVID-19 signage
 Additional Cleaning & disinfection measures	 Face coverings
 Reduced Capacity	 Contactless payments
 2M Social distancing	 Contact tracing

**THE GROUP GUEST JOURNEY What to expect in Abbey Court Hostel.**

➤ **PRE ARRIVAL AT THE HOSTEL**

**Group details & requests**

6 weeks prior to arrival – you will be contacted re finalising your group and requested to provide details like the names of all of the guests in the group, rooming and estimated time of arrival. You will be given the hostel group charter to familiarise your group with prior to arrival and if you wish to avail of the self-catering kitchen during your stay – it must be pre-booked at this time.

**Cleaning Measures taken in your room prior to arrival**

There are 8 main hygiene hotspots/customer contact points in every room that receive particular emphasis when cleaning each room and bathroom.

- 1) Switches: lights, bed lamps, heating controls;
- 2) Handles and knobs: doors, wardrobe, cupboards, under bed cages/storage;

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- 3) Major bathroom surfaces: toilet handles and seats, splash walls, shower/bath controls and taps, sink taps
- 4) Bed: All hard surfaces, rails and ladders will be disinfected. Curtains are sprayed with disinfectant;
- 5) Bedding: All bed linen including duvet covers, pillowcases and sheets are washed at 60° on our premises in our industrial washing and drying machines;
- 6) Bath amenities: toilet paper dispensers, soap/shower gel/shampoo dispensers and hair dryers;
- 7) Hard Surfaces: tables, desks, nightstands, windows sills, bed frame, tiles/wood floor, coat stand, door surface and frame;
- 8) Waste bin: Bins are emptied and cleaned, new plastic liner is inserted;

All of our cleaning equipment receives extra cleaning and disinfection after each use. Cleaning cloths are washed at 90° ensuring sterilisation.

### Staff Training

We have appointed a Covid-19 safety manager who is responsible for staff and guest safety.

All of our staff have undertaken Failte Ireland Covid-19 training and are up to date on all hygiene and cleanliness standards.

There will be a person on site at all times to deal with Covid-19 and have implemented a plan for dealing with unwell guests and suspected Covid 19 outbreak as outlined below.

If any guest (whether part of a group or not) is suspected of having Covid 19 we will follow the following process:

- 1) Ensure the guest isolates in the designated isolation room immediately.
- 2) Contact the dedicated Covid-19 hotline.
- 3) The Health Service Executive and relevant authorities will arrange for the guest to be tested for Covid and contact any relevant contacts of the suspected case.

All staff must have temperature checked on arrival at Abbey Court before they commence their shift.

### ➤ ARRIVAL AT THE HOSTEL - RECEPTION CHECK-IN

#### Check-in

1 group leader only can queue and check the group in as the numbers in reception must be limited to comply with physical distance & safety requirements. The remainder of the group can wait outside. Key cards/room numbers & safety instructions will be issued to the group leader for the full group. Group leaders must use their own pen to complete the code of conduct. All of the room cards are disinfected after each use.

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### Contactless / card payment

For your safety any services you add on at check in – i.e. additional towels or luggage storage must be made by card or contactless. With regards to the code of conduct security deposit – this also must be paid on card.

### Cleanliness & safety

- Hand sanitiser stations on entrance to the building at reception and at various points throughout the building;
- Plexiglas shielding screens at reception desk;
- COVID-19 information;
- Floor markings and queueing system to comply with the 2 metre social distancing requirement.

### ➤ > DURING YOUR STAY

#### Capacity in dorms

For your safety, reduced occupancy will apply in dormitories to comply with the 2-metre social distance regulation. Beds will be spaced out, and alternative bunks used TOP bed on one bunk, BOTTOM bed on the other bunk.

### Fixed rooming allocation

Before arrival, we kindly ask that you provide us with a full rooming list, including which students are staying in each room. We will then use this list to allocate specific room numbers for your group. It is essential that all students stay in their own rooms for the duration of their visit - this is to assist with the contact tracing requirement needed, should an outbreak of COVID-19 arise during your group trip.

### Cleanliness & safety

During your stay, all of the bedrooms must be vacated between 10.30 and 14.30 to allow for cleaning, sanitisation and ventilation.

All of the major touch points (as indicated above) in the room will be cleaned and disinfected, bins emptied and towels changed (if included). The bed linen is normally changed every 5 days or at guest request.

### ➤ FACILITIES AT THE HOSTEL

#### Breakfast

While we cannot operate self-service buffets during this time for guest safety and social distancing requirements, we've still got breakfast covered - an alternative grab and go option will be available which consists of a pastry and a juice box.

The grab and go breakfast will be available to collect from our reception from 8.00 (or at a pre-arranged time). The group leader must collect all of the packages for the group.

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The guests can consume their breakfast in our dining room or games room subject to adequate physical distancing. If there is a concern regarding the ability to maintain physical distance, we would offer the use of our bar area for the group.

#### **Self-catering kitchen - limited access for safety**

During the initial re-opening, there will be limited access to the self-catering kitchen to comply with social distancing requirements. It will be available, but to ensure guest safety, capacity will be limited to 4 guests at one time.

For groups, we recommend that a time slot is reserved and 2/3 members of the group are nominated to prepare and cook the meal on behalf of the group in order to maintain physical distance from any other guests. A time slot is typically 30 minutes but we can arrange a longer time if required.

All Kitchen crockery and utensils are washed, sanitised and checked after each use, before they are available for use again.

#### **Luggage storage facilities**

At this time, no general luggage room facilities will be available. However, for groups, it will be possible to allocate a bedroom (subject to availability) for your group's luggage if you arrive before check-in time/depart late. For your safety, please note access to this luggage room will be strictly limited to one visit before check-in and/or one visit after check out.

#### **Communal spaces**

Seating/tables will be spaced out at a safe distance in accordance with the 2-metre social distance requirement.

There is a maximum stay of 30 minutes in our computer room and hammock room.

All of our common areas are cleaned and sanitised at least twice daily.

#### **Cleanliness & safety**

Hand sanitiser in all public areas; floor markings to ensure social distance; specialised cleaning of all touchpoints regularly throughout the day.

#### **➤ DEPARTURE**

##### **Check out procedures**

Only one group leader is to check the group out – they will collect all key cards and return towels etc. On departure the rooms will all be checked and if everything is okay, the security deposit which was paid by card will be refunded.

If you requested luggage storage prior to arrival - this will be arranged at this time. Due to the present situation group storage needs to be pre booked prior to arrival and can't be arranged last minute. For your safety, please note access to this luggage room will be strictly limited to one visit after check out.

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### Contact Tracing

After departure your group contact details will need to be kept on file for one month as per Irish regulations, this is in case you need to be contacted ref a case of COVID-19.

### **DURING YOUR STAY WHAT YOU CAN DO TO HELP KEEP EVERYONE SAFE**

Please follow the public health advice:



Sanitise your hands every time you enter or exit the hostel.



Wash your hands regularly throughout the day and especially after going to the toilet, coughing or sneezing.



If you sneeze or cough – please do so into a tissue and dispose of appropriately.



Social distance always between you and other guests – presently 2 metres social distance requirement in Ireland



Wear face masks in the common areas of the hostel (and in general in areas where it is not possible to meet the 2m social distancing)



Please do not block the entrance or corridors within the hostel – they must be kept clear at all times.



If you feel unwell - please do not travel and notify the relevant authorities. If you feel unwell in the hostel – please inform the hostel staff immediately, and they will quickly follow procedures to protect you and other guests.

**Please note: As guidelines are continuously evolving, we reserve the right to make amendments to this document to comply with the latest Government and Public Health advice.**

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