

SHEILA'S HOSTEL COVID-19 GROUP HEALTH & SAFETY POLICY - Issue Date: 26th August 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 Sheila's 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 Sheila's Hostel

➤ **PRE ARRIVAL AT THE HOSTEL**

Group details & requests

6 weeks prior to arrival – you will be contacted re finalising your group and details requested like rooming and estimated time of arrival. You will be given the hostel Health & Safety Policy 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

- Sheilas Covid trained housekeeping department dressed in PPE enter empty room
- All bed linen is removed in a separate bag and washed at 60 degrees
- Beds are made up with fresh linen
- All touch surfaces including light switches, door handles, bunk ladders, and frames are disinfected with Ecolab disinfectant

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Registered Address: 15 Main Street, Raheny, Dublin 5, Ireland. Vat No: 8217633t. Directors: Nicola Foley & Debbie Flynn

- Bins are emptied and disinfected and new bin liners in place
- Windows and mirrors cleaned
- Floor hoovered and mopped with Ecolab floor cleaner

Staff Training Covid

Liam and Kaye Maher are the Covid-19 Safety managers and they are responsible for the safety of their staff and all customers. All Staff have received the COVID-19 Customer Charter Training and are aware of the policies onsite in relation to a member staff or guest developing Covid-19.

An Isolation room with the necessary Covid Medical kit has been designated.

If a group member or any guest for that matter presents with symptoms of Covid-19, they are immediately isolated in the designated room and a doctor is called to make an assessment.

Housekeeping

All Housekeeping staff have been trained on the specifics required to clean a room and especially what needs doing to disinfect for COVID-19.

Ecolab have also sent in their trainers to train all housekeeping on how to use their products correctly.

➤ ARRIVAL AT THE HOSTEL - RECEPTION CHECK-IN

Check-in

A group leader can only queue and check the group in as the numbers in reception must be limited to comply with social distancing & 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.

Contactless / card payment

For your safety any services you add on at check in – i.e. additional towels or lockers payment 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 and at reception;
- 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.

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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 rooms provided 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

Our Housekeeping staff will enter each room daily between the hours of 11am and 3pm where we ask for the dorms/private rooms to be empty to allow our staff to clean safely.

During your stay – bins will be emptied daily and all touch points in the room will be disinfected. If the group is staying longer than 3 nights then with consultation with the group leader the bed linen will be changed.

All public shower and toilet areas are working on a reduced capacity to allow for social distancing, they are cleaned 3 times per day.

➤ **FACILITIES AT THE HOSTEL**

Breakfast

While hostels can't 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 1 carton of orange juice, 1 chocolate/blueberry muffin or 1 croissant/pain au chocolate, 1 piece of fruit, tea/coffee sachet.

Breakfast can be collected from the breakfast kitchen and eaten in the dining room – groups should reserve a time to use the dining area for 30 minutes slots.

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, and it must be pre-booked in advance of arrival to ensure this.

Self-catering kitchen is available to individuals and groups alike but at a reduced capacity. A group can reserve the kitchen for a maximum of 1 hour slots.

The crockery and utensils are cleaned by Sheilas cleaners twice a day but all people using the facility are advised to clean both before and after use.

A fridge can be set aside for a group if requested in advance.

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.

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Communal spaces

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

Cleanliness & safety

Hand sanitiser in all public areas; floor markings to ensure social distance; specialised cleaning of all touch-points 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.

The Security deposit will be returned after the rooms have been checked, this may happen after the group checks out.

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.

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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