

## **Fairhill House Hotel- Covid-19 Response**

Dear Customer,

Thank you for booking your stay at Fairhill House Hotel. We wholeheartedly look forward to welcoming you and hope you have a thoroughly enjoyable experience.

At Fairhill House Hotel, caring for our guests and employees is of utmost priority and as always, we are committed to the highest level of safety. We consistently maintain high standards of hygiene at our property but due to Covid-19, we have implemented additional measures to protect the health and safety of our customers and staff. These measures are in place to mitigate against any potential risks of Covid-19 and they follow the recommended guidelines provided by the Irish Hotel Federation, Failte Ireland, HSE, WHO and the Irish Government. As these guidelines are under constant review, we ensure that we keep up to date at all times to ensure effectiveness of all mitigations in place. As a family run hotel, in keeping with our core values, our primary focus is the health and safety of our guests and colleagues.

So what have we done?

The entire team have completed safety and hygiene training. Our staff 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. We have undertaken departmental assessments to identify necessary changes to the day to day running of our business, ensuring our services are delivered to you with every precaution possible.

### **Reception and Communal areas:**

- Hand sanitiser units have been put in place at entrances and exits of public areas including reception and dining areas.
- Social distancing will be implemented throughout the hotel and at hotel reception.
- Signage and markings will be in place in the hotel lobby and at reception to ensure safe social distancing is implemented for safe check in and check out processes.
- A screen has been fitted at the reception counter.
- We encourage contactless payment, asking guests to pay by card. For guests wanting to pay in cash, we are implementing a non-touch system, using a payment tray which will be cleaned and disinfected before and after each transaction.
- Credit card terminals will be cleaned and disinfected between each use.
- Key cards will be disinfected after each stay.
- Regular cleaning is carried out throughout the hotel. All surfaces and common touch points will be cleaned regularly.
- Windows and doors will be open to allow fresh air to circulate throughout public areas.

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- Posters are placed in public bathrooms to inform of good hand hygiene, respiratory hygiene and cough etiquette
- Public bathrooms are cleaned and sanitised regularly

## Hotel Bedrooms

- Our housekeeping staff will carry out a deep clean and full sanitisation of all guest rooms
- Extra time will be assigned per room to allow for high risk areas to be thoroughly sanitised. All common touch points are being cleaned and sanitised, these include phones, remote controls, handles, switches.
- We have removed all non-essential common touch items from the bedrooms e.g. brochures, menus.
- Non-essential decorative textiles will be removed from the bedroom e.g. cushions and throws
- We have our own of site laundry facility. All bedlinen is washed and sterilised at over 70 degrees to eliminate any potential bacteria or viruses.
- For guests staying multiple nights rooms will not be cleaned while guests are inside. We would ask you to indicate at check in if you would prefer not to have your room serviced during your stay. Fresh towels will be available
- Guests are required to inform a staff member, if feeling unwell at any stage throughout their stay.

## Dining and Beverages

- We have restructured our dining areas and seating arrangements to ensure social distancing is in place throughout the dining areas including our outside Alfresco dining space.
- We use a MEET, GREET AND SEAT policy where we ask our guests to wait to be seated by one of our staff members.
- Food will be available daily from 8a.m. to 9.30p.m.
- Our breakfast buffet will be replaced with a table service menu.
- We have changed the material of our menus so that they can be sanitised before and after use.
- Tables and chairs will be cleaned and sanitised between each use.
- Alcoholic beverages are permitted with the consumption of food. (until further notice)
- Drinks will be available by table service, ensuring no congregation at the bar counter and safe social distancing is adhered to.
- We encourage a contactless payment where guests pay by card when possible.
- Regular deep cleaning, washing and sterilisation is carried out across all areas.

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As a team we are highly committed to preventing the spread of Covid-19 and are actively promoting the HSE guidelines regarding hygiene and preventative measures. We ask our guests to keep up to date on these guidelines.

Should you have any further questions regarding any of the above, please do not hesitate to contact us at 094 – 95- 46176 or [info@fairhillhousehotel.com](mailto:info@fairhillhousehotel.com)

We look forward to welcoming you to Fairhill House Hotel.

Kind Regards

*Eddie Lynch*

Proprietor of Fairhill House Hotel

# Coronavirus COVID-19



Coronavirus  
**COVID-19**  
Public Health  
Advice

## Stay safe. Protect each other.

Continue to:



### Wash

your hands well  
and often to avoid  
contamination.



### Cover

your mouth and nose  
with a tissue or sleeve  
when coughing or  
sneezing and discard  
used tissue safely



### Distance

yourself at least  
2 metres (6 feet) away  
from other people,  
especially those who  
might be unwell



### Avoid

crowds and  
crowded places



### Know

the symptoms. If you  
have them self isolate  
and contact your GP  
immediately

### COVID-19 symptoms include

- > high temperature
- > cough
- > breathing difficulty
- > sudden loss of sense of smell or taste
- > flu-like symptoms

If you have any symptoms, self-isolate to  
protect others and call your GP for a  
COVID-19 test.

#holdfirm

### For more information

[www.gov.ie/health-covid-19](http://www.gov.ie/health-covid-19)  
[www.hse.ie](http://www.hse.ie)

Ireland's public health advice is guided by WHO and ECDC advice



Rialtas na hÉireann  
Government of Ireland