



*Caring for you*

## WELCOME TO THE iNUA COLLECTION

**Caring for you** is our response at The iNUA Collection to ensure our hotel team along with our guests, and suppliers all adapt to the Irish Hospitality's new normal.

When your desire to travel, dine, and visit us again, **Caring for You** is our guarantee that we are prepared to safely and warmly welcome you.

Our **Caring for You** programme includes detailed Health & Safety protocols which have been developed in line with HSE, government, and Irish Hotel Federation guidelines, and will be implemented in advance of our re-opening on 20 July 2020. These detailed protocols focus on health and hygiene in all aspects of a hotel and restaurant operations. In addition, we will be implementing some new innovations and services, to ensure your time with us is as enjoyable and relaxing as it ever was.

Some guidelines will be highly visible throughout our hotels, others will be combined into our service offerings, and many others in the back-of-house will even go invisible to your eye. In all cases, the wellbeing of our guests and colleagues will be our utmost consideration, so that you may continue to enjoy your time in our hotels with new norms of safety and peace of mind.

## OUR TEAMS

- We have devised a "WELCOME BACK SAFTEY PACK" for our teams
- An enhanced educational and training program for all employees will run continuously, to ensure the utmost levels of safety and security throughout all areas of our operations
- Any local health guidelines around the wearing of Personal Protective Equipment will be strictly adhered to by our teams across all departments from guest services to back-of-house and kitchens
- A robust handwashing program is in place with all employees required to thoroughly wash their hands every 60 minutes, with records kept
- Back of House social distancing guidelines and signage are also in place

## CHECK-IN & CHECK-OUT

- Visible markings will guide you safely in our hotel lobbies, and our colleagues will observe social distancing whilst checking you in and out
- Contactless payment options and e-mail receipts will be encouraged. Where this is not possible, payment terminals will be disinfected before and after each transaction.
- Key Cards will be disinfected with medical-grade antimicrobial agent after each stay

## IN-ROOM

- A thorough and comprehensive cleaning and sanitising program is in place for all guest rooms and bathrooms in preparation for your arrival with specific extra attention being given to all touch points throughout.
- All additional collateral, furnishings and non-essential items will be removed from our bedrooms so we can focus on the highest levels of cleanliness
- Linens will be handled with extreme care to prevent raising dust and potential contamination; Used linen will be washed at a minimum of 70°C for at least 25 mins to kill potential bacteria
- Newspapers, magazines, and collateral will be removed from guestrooms and replaced by our complimentary [www.pressreader.com](http://www.pressreader.com) App which grants you access to over 7,000 newspapers and magazines via your own personal devices
- Guest directories will be replaced with digital versions to reduce unnecessary clutter

## COMMUNAL AREAS

- Vigorous and frequent cleaning and sanitising of all surfaces and touch points is being carried out throughout our hotels
- Furniture has been rearranged in lobbies and communal areas in such a way to allow you to enjoy our facilities with proper social distancing
- Hand sanitiser stations are available throughout our hotels at every necessary location
- Signage will remain in place throughout our public areas to remind our team and our guests to observe social distancing and handwashing
- Doorways will be left open where allowed, to reduce contact, and elevator usage will be limited to limit capacity and ensure priority access for those in need.

## DINING

- All dining services in our 9 hotels will now have the option of in-room and takeaway, in addition to table service in our restaurant and bar
- Buffet services will be replaced by comprehensive menus for breakfast, lunch, afternoon tea, and dinner which our team of service staff will deliver with the utmost care and attention.
- Menus will be removed from tables, and replaced by menu boards, screens, or digital versions to minimise contact
- A reduced number of tables will be placed in zigzag patterns to ensure social distancing and avoid guests facing each other
- Tableware including all used and unused wares, condiments, placemats, and linens will be removed and disinfected after each party has left. Tabletops and chair arms will also be disinfected after each seating

Thank you for taking the time to read this and we very much look forward to welcoming you all soon.

From all of us at **The iNUA Collection**

Visit our 9 hotels - [www.inua.ie](http://www.inua.ie)