

Racket Hall Hotel have implemented the following in response to the Covid 19

Ten point plan

1. All our team have had Covid 19 induction training
2. Maintain our physical distance, social distancing policy is in place
3. Circular flow in the dining area to avoid congestion
4. Cleaning carried out with hospital grade products
5. PPE in use by team members
6. Revised menu and ordering system in place for safe dining
7. Hand sanitizer stations available throughout the building
8. Updated cleaning and sanitization program in place for front of house and back of house areas
9. Dedicated bedroom check in location
10. Rooms serviced on departure only to minimize contact during your stay

Throughout the building we ask our guests to remember

- Wash your hands and use sanitizer frequently
- Maintain physical distancing at all times
- Stay within your own family of household group
- Limit the size of your group (ideally four persons)
- Avoid the use of the lift it at all possible
- Maintain cough / sneeze etiquette at all times
- Smoking and vaping is not permitted in the building only in dedicated locations of the building
- Clean and sanitize your phone and keys regularly
- Please pay by card where possible and avoid cash payments
- Please observe social distancing in the toilets , allow guests to exit prior to entering and use the disinfectant and sanitizer provided
- Please act responsibly and stay at home if you display any symptoms

Hotel staff have been provided personal protective equipment for their and guest safety and to protect from potential cross contamination

Our housekeeping team have been equipped and trained in the all procedures

Front of house staff will wear the appropriate protective equipment

Hand sanitizer stations are located around the building and these stations will be maintained on a regular basis by a dedicated team

Hospital grade sanitization products are used throughout the hotel

Guests will be encouraged to wash their hands or use sanitizer on a regular basis

Dedicated teams have been appointed to clean and sanitize public areas on a regular intervals during the day ensuring all high traffic areas are regularly attended

Advanced cleaning programs and additional cleaning is in place in all our back of house areas

A rigorous hand hygiene program is in place and must be followed by all staff members
Disposable paper towels are in use in the public toilets

Enhanced cleaning and sanitization program is in place in our guest bedrooms
Hospital grade sanitizer is used on telephones, tv remote controls, light switches and sockets, work top surfaces, door handles and locks, safes, taps, shower and baths, toilets and flushers

Glasses have been replaced by individually wrapped plastic glasses. all our tea and coffee stations are sterilized

Extra soft furnishings have been removed

Additional print material has been removed from the room

All housekeeping staff wear the appropriate protective clothing

To avoid additional contact in guest rooms , the room will serviced on departure only (rooms can of course be serviced on request)

Additional items may be requested and will be placed in the room once the guest is away from the room

For the safety of our staff and other hotel guests we would ask people not to travel if you have any of the following symptoms or if you fall into any of the high risk groups

Self check list:-

When to avoid unnecessary journeys

- If you have been in close contact with a confirmed case of coronavirus in the last fourteen days
- If your temperature is 38 degrees or higher
- If you are suffering from any of the following symptoms
 - ongoing coughing
 - difficulty breathing
 - looking obviously unwell
 - confusion
- If you have been overseas in the last fourteen days, you must self isolate and avoid all contact with others

Guest safety is paramount for all delegates attending meetings and events in the hotel. guests can rest assured that we operate the highest national standards in providing a safe environment to conduct business

Meeting rooms capacities have been recalculated downwards in line with government guidelines and social distancing.

Hand Sanitizer is available throughout the hotel

All our food and beverage when we reopen will be served in the ballroom where we have maintained a two meter distance between guests

We ask guests not to share tables with other guests that are not part of their traveling group

We ask guests to limit the number of guests dining together to four persons

Families traveling with children will be assigned designated family tables

Guests are encouraged to pre book a dining time for breakfast , lunch and dinner

Capacity in the restaurant will be limited to maintain social distancing

Once guests vacate a table a reasonable amount of time will be allocated before the table being occupied again to allow a thorough clean and sterilization of the area

To allow for contact tracing a register of all diners will be kept

Table service only is being offered for all meals and drinks and guests will be reminded that they stay seated for the duration of their meal

Maximum of 105 minutes will be allowed for dining in the restaurant as per government guidelines

The use of public toilets is to be avoided where possible

These procedures will be constantly reviewed and amended according to government advice on the prevention of the transfer of the coronavirus. We are committed to playing our part in preventing the spread of Covid 19 and we ask our guests to do the same in following the HSE and Government advice regarding personal hygiene and Covid 19 procedures.