

Covid Care Statement

The family run 4* Greenhills Hotel is delighted to again be in a position to welcome back visitors following the governments roadmap announcement after what has been one of the most difficult times for our industry. On June 29th, we will be reopening on a phased basis, with our food and beverage operation being the first to allow visitors back into the property followed on July 3rd, our accommodation and leisure facilities.

The Greene family have always prioritized the caring of our guests and employees and we are committed to the highest standard of safety once reopened.

While we maintain the highest standards of hygiene in our property, we have implemented additional measures in response to the Covid-19. These measures are in place to mitigate any potential risks and follow the current recommended guidelines from the HSE and the World Health Organisation. These measures are under ongoing review and will be adjusted according to the newest advice and guidance from the authorities.

So, what will we be doing?

Our Team's Responsibility

- A comprehensive employee communications policy has been put in place to ensure the latest relevant information is communicated to employees and to clarify procedures and policies around mitigating the risks associated with Covid-19
- All staff members will have been fully briefed prior to returning to work as well as having signed declarations that they are fit for duty
- Staff members will follow current social distancing guidelines with both guests and other staff at all times
- Staff members will ensure the highest level of hygiene at all times, washing hands frequently throughout the day
- Staff members will be obligated to disclose any illness or possibility of inability to work due to illness regardless of how mild symptoms may be.
- Additional cleaning of public areas and frequently touched surfaces
- provided an alcohol based hand sanitiser throughout the buildings
- Extra public area staff have been rostered to ensure regular sanitising of commonly touch points

Guest Information

- All our guests are asked to maintain current social distance requirements from staff and other guests at all times. Posters will be on display in public bathrooms to inform of good hand hygiene, respiratory and cough etiquette

- Guests are required to inform a staff member, if feeling unwell at any stage throughout their stay or if a high temperature develops.
- A contactless express service for check out will be provided by asking guests to process payment on arrival to allow a speedy check out without queues forming
- We will be providing table service for all guests in our food and beverage areas

As our guest's safety and comfort is of utmost importance to us while you are staying in the Greenhills, we have a number of measures in place to ensure that your stay be as clean and comfortable as possible. Our housekeeping team will have been fully briefed on these new measures prior to starting back at work. They include:

- A focused cleaning of frequent touch points in your room
- All removed linen and towels will be washed in a high temperature setting with anti-bacterial agent
- All rooms will be fully sanitized after each departure so as to be completely safe and ready for new guests

Public Areas & Cleaning in the hotel

- We will have a specific hygienist on duty during busy periods of the day cleaning frequent touch points
- Hand sanitiser will be available at all entrances to the Hotel
- Management team will check all public areas frequently
- All public areas will be deep cleaned daily
- Elevator and elevator buttons will be cleaned often
- All door handles & handrails will be cleaned repeatedly
- All public bathrooms will be checked regularly

Food & Beverage Service

- Dining options are available for table service only from 10am to 10pm from June 30th to July 3rd and from 7.30am to 10pm from July 3rd
- Tables will be distanced from each other adhering to current Government advice
- Beverages including alcohol, are permitted with the consumption of food
- Regular cleaning and sanitising of tables throughout the day and after each use

- No guest will be seated on a table without the table and chairs being fully sanitized beforehand
- Guests will be asked to pay contactless if possible but we will still be accepting cash
- Guests are asked to use hand sanitiser located at all entrances when entering and leaving the food and beverage areas

Leisure Centre

- Guests are asked to change in their rooms before and after using the leisure facilities, a pre- booking system will be in operation.
- Any guests using the work out equipment are asked to wipe down what they use once done. There will be a staff member on duty to ensure that all equipment is cleaned after every use
- Social distancing measures must be maintained while in the leisure facilities
- There will be no seating or viewing area open in on the pool deck
- We ask that you use lanes while in the pool

Above all, the Greenhills Hotel has a full list of protocols in place should a guest or member of staff become ill while on the premises. These protocols are in place to ensure the safety of all and are in place with the greatest of intentions. We look forward to welcoming you and hope you enjoy your stay with us safe in the knowledge that your best interests are being put first.