



## Cusack Hotel Group

Our Commitment to you, Our Guests and Team Members as we navigate through Coronavirus (COVID-19)

As it has always been, the safety and security of our guests and team members remains our highest priority. We are doing everything we can to ensure your travel safety and provide maximum flexibility as the situation around novel coronavirus (Covid-19) continues to evolve.

### Health and Hygiene

Cusack Hotel Group's **Safe Stay** have developed a program that will introduce a new standard of hotel cleanliness and disinfection to ensure Cusack Hotel Guests enjoy an even cleaner and safer stay and most importantly one that is visible at all times. Our **Safe Stay** Program has been developed with our leading hygiene experts.

Cusack Hotel Group says the goal of this new programme is to provide guests with reassurance and peace of mind when they stay at any of the Cusack Hotels. This initiative will create a focus on cleanliness that will be visible to guests throughout their entire stay – in their guest rooms, restaurants, bars, spa, health club, golf course, courtyard homes and in all public spaces.

Cusack Hotel Group has ensured that to maintain and continually improve the **Safe Stay** program with its employees, they complete a Covid-19 Safety Induction and must complete a pre-return to work questionnaire. Our **Cusack Hotel Training Academy** ensures up to date records and mandatory Health, hygiene & safety training and Customer service training is completed during our re-opening preparations and will continue throughout the year.

## **List of Measures Cusack Hotels will undertake the following measures:**

### **1. Physical distancing:**

Customers will be advised to practice physical distancing by standing at least 2 metres away from other groups of people not travelling with them while standing in lines, using elevators or moving around the hotel. Reconfiguration of furniture throughout adhering to the Social Distance Guidelines in Bars, Restaurants and Banquet Suites. Plexiglass Barriers will be in place at Reception Desks in Main Foyer, River Spa, Health Club and Golf Shop.

### **2. Hand Sanitiser**

There will be accessible Disinfecting Facilities at Entrance to the Hotel and High Traffic Areas.

### **3. Front of House Signage**

There will be health and hygiene reminders throughout the Hotel for all guests and customers.

### **4. Back of House Signage**

Signage will be posted throughout the hotel to remind employees of the proper protocol for wearing and disposing of PPE. Also, best practice for hand washing, sneezing protocol and avoiding touching their faces.

### **5. Cusack Hotels Safe Stay Seal**

To indicate that guests' rooms have not been accessed since been thoroughly cleaned.

### **6. Extra disinfection**

Of top 10 High Touch Area in Guests Rooms including light switches, Telephone & TV Remote Controls, Closet Goods and door handles.

### **7. Reduced Amenities in Rooms**

With the removal of pen, paper and guest stationary and are available on request.

### **8. Less Communal Access**

Such as Breakfast Buffet been replaced with Table Service, Concierge Service suspended and limited number of guests in Lifts.

### **9. Increased Cleaning Frequency of Public Areas**

Such as Rest Rooms, Counter Tops and Elevator Buttons.

## **10. Focus on Health Club and Spa.**

Improved guidelines for disinfecting the Resort fitness club, possible closing for cleaning multiple times daily and limiting number of guests allowed in at any one time. The HSE has advised that proper chlorination of Hot Tubs and swimming pools kills CV -19. Knightsbrook Health Club carries out regular chemical checks to ensure chlorine levels are maintained at the optimal level. The Saunas are also sprayed at regular intervals with sanitizing spray. River Spa Staff are practicing strict hygiene controls including hand-washing between clients along with sanitising and ventilating treatment rooms between appointments.

## **11. Employee and Guest health concerns**

Based on the best advice at the time, our employees will be given clear instructions on how to respond swiftly and report any suspected cases of COVID 19 at the hotel to the manager on duty. We will be ready to provide support to our customers. Employees will be instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a co-worker or guest with a cough, shortness of breath, or other known symptoms of COVID 19. Employees and customers who are exhibiting any of the symptoms of COVID 19 while at the hotel are instructed to immediately notify their manager (employees) or a staff member (guests and customers).

## **12. Case Notification**

If we are alerted to a possible case of COVID 19 at the hotel, we will work with the HSE to follow all appropriate actions recommended by it.

Throughout the enhanced cleaning process, our Hotel Group Team Members will be provided with personal protective equipment and enhanced training designed to protect their well-being while continuing to deliver Cusack Hotel Hospitality.