



CONNACHT
HOSPITALITY GROUP

GUIDELINES & SAFETY FRAMEWORK

Within The Connacht Hospitality Group we are doing our best to ensure we keep your experience as “normal” as possible, we have had to make some necessary changes to ensure the safety of our guests, our team and our community.

THE
CONNACHT
HOTEL GALWAY


FORSTER COURT
HOTEL


RESIDENCE HOTEL

AN DÚCÁN

1520
—BAR—

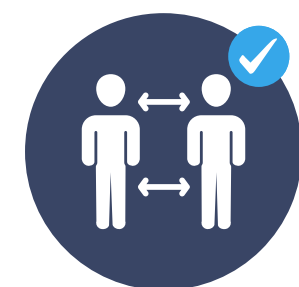

HYDE

active
FITNESS & LEISURE


GALWAY BAY
golf resort

SOME OF THE THINGS WE ARE DOING TO ENSURE YOUR SAFETY

- Re-induction training is provided to all team members
- Social distancing policy in place
- PPE in use where necessary
- Reduced contact at check in & check out
Reception desk equipped with plexiglass screens
- There is a Pre-booking system in place for the
 - restaurant
 - pool and other hotel activities
- Hand sanitising stations available throughout the hotels/bars
- Hand hygiene policy in place and is strictly adhered to by all team members
- Enhanced cleaning and sanitization programme for bedrooms, public areas and throughout the hotels/bars
- Your room is serviced on departure only to minimise contact during your stay

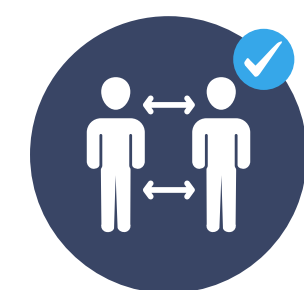


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WE ASK FOR YOUR HELP

As we have a duty of care to our guests and our team, we ask that you follow the below guidelines to help ensure the safety of the wider community

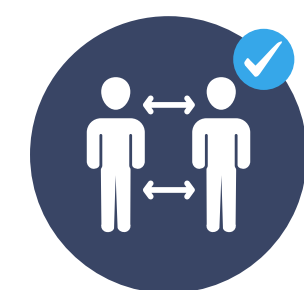
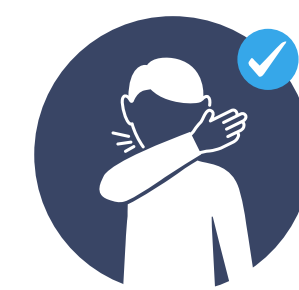
- Stay at home if you display any symptoms
- Children need to be supervised at all times
- Maintain social distance at all times
- Wash and sanitize your hands regularly
- Maintain cough and sneeze etiquette
- Use contact-less method of payment
- Stay within your own family / household group
- Follow lift etiquette
- One person from the traveling group or household to attend the reception desk
- Clean & sanitize your phone, laptop and keys regularly
- Do not smoke or vape near others
- In the public interest if you are not adhering to the mandatory guidelines that ensure the safety of your fellow guests and our team you may be asked to leave the hotel/Bar



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PUBLIC AREAS

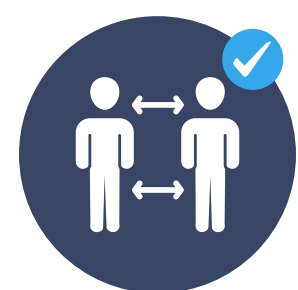
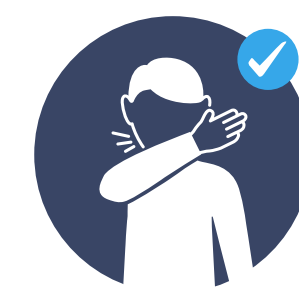
- Please maintain physical distance between you and other guests outside of your group / household
- Guests are required to wear a face covering in all public areas including the hotel bar and restaurant.
- Pre-book your time for dining in the restaurant and bar. This includes breakfast, lunch and dinner
- Table service only will be offered in the hotel bar and restaurant
- Guests are asked to remain seated for the duration of their meal
- The Bar is open until 11.30pm every day including weekends
- Please limit the use of public toilets where possible
- Follow lift etiquette. Only use lifts with members of your household/group
- Please adhere to the one way system in place around bar, restaurant and public areas
- **PLEASE KEEP LEFT** while using stairs and on corridors



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BEDROOMS

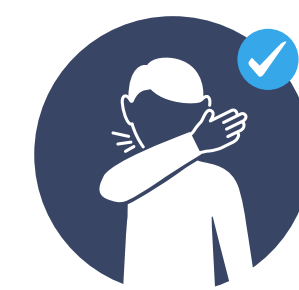
- All of your guest information is available on your TV screens
- “No contact” room service delivery is available
- Your rooms will be serviced on departure only to minimize contact during your stay (however rooms can be serviced on request)
- Soft furnishings including throws and cushions have been removed from your room
- Enhanced cleaning procedures for bedrooms are in place with special focus on high touch points
- Rigorous laundry protocols are in place
- We ask any families traveling with babies under 3 months old to bring their own travel cots



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MEETINGS & EVENTS

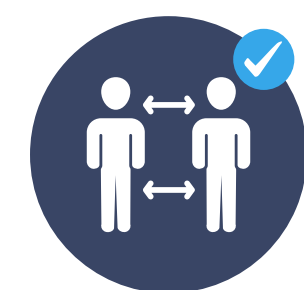
- Conference and meeting room capacities have been revised in line with the current social distancing regulations
- Hand sanitization stations are available at the hotel entrance and throughout the public areas
- We have an enhanced cleaning and sanitisation programme for meeting rooms in place
- Our food and beverage menus and service delivery procedures have been updated
- Delegates are asked to maintain social distance during the meeting as per the room layout



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ACTIVE FITNESS

- Please Pre-book your time for the swimming pool and arrive at the appointed time.
- Guests are advised to change in their bedrooms whenever possible.
- Locker keys are not available, please keep your valuables in the bedroom.
- Swimming hats are compulsory in the swimming pool.
- Regular enhanced cleaning of the pool areas throughout the day is in place.
- The sauna, jacuzzi and steam room are not available at the moment in line with government guidelines

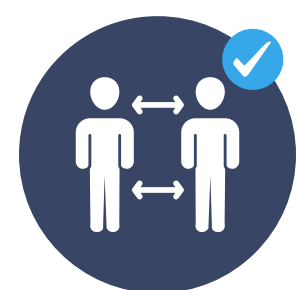
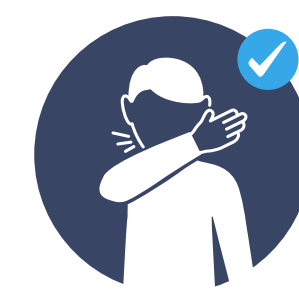


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FRIENDLY FELLOWS KIDS CLUB

To comply with all Government and TUSLA directives on the prevention of the spread of COVID 19, we at the Connacht Hotel have made the following changes to our Kids Club Programme.

- Thoughtfully created and fun filled activity programmes to ensure the safety of all children
- Updated cleaning schedules between and after each session
- Child appropriate safety chats
- Additional hand-sanitizing stations
- Limited session time length with limited numbers per session.
- Pre-booking for session times prior to arrival
- Completion of a required disclosure form prior to registration for a pre-booked session.
- Social distancing measures in place during each session and for drop off and Collection of Children.



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FOR THE SAFETY OF YOUR FELLOW GUESTS AND OUR TEAM WE WOULD ASK YOU NOT TO TRAVEL

If you are displaying any of the following symptoms

- If you have a
 - **temperature of 38°C or higher • cough • fever • sore throat • runny nose**
 - **breathlessness • flu like symptoms now or in the past 14 days**
- If you have been diagnosed with confirmed or suspected Covid-19 infection in the last 14 days
- If you are a close contact of a person who is a confirmed or suspected case of Covid-19 in the past 14 days
- If you have been advised by a doctor to self-isolate or cocoon at this time
- If you have been overseas in the last 14 days

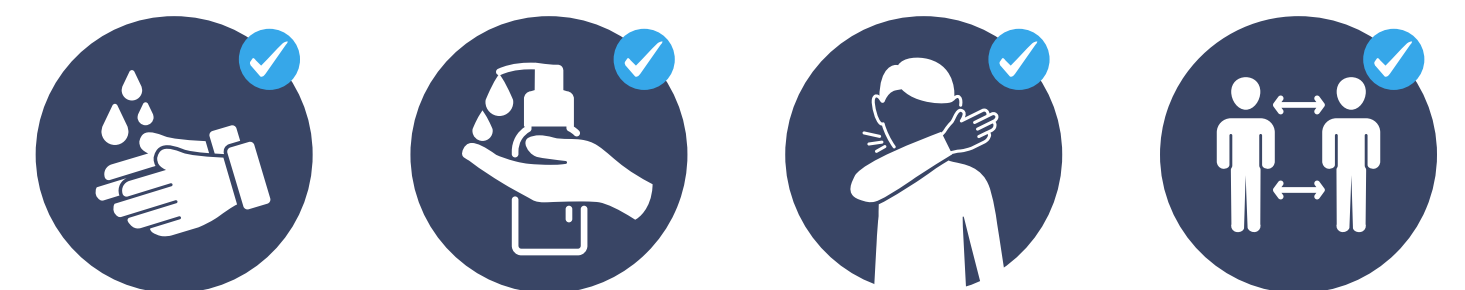


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INTERNATIONAL TRAVELLERS

Mandatory quarantine requirements apply to all persons who have been overseas in the 14-days prior to entering Ireland.

For more information on the current Irish Government travel advice please visit www.gov.ie



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CONNACHT

HOSPITALITY GROUP

**THANK YOU FOR CHOOSING US, WE HOPE THAT THE FRAMEWORK OUTLINED
GIVES YOU PEACE OF MIND WHEN VISITING US.**

We look forward to welcoming you.

