



**TOUR OPERATOR GROUP PROCEDURES**  
**DALATA HOTEL GROUP LOOKS FORWARD TO WELCOMING GUESTS BACK TO OUR HOTELS WITH**  
**THE LAUNCH OF OUR KEEP SAFE PROGRAMME**  
*(\*Procedures apply during Covid-19 restrictions\*)*

- **In advance**  
Driver/Guide mobile number must be provided on the rooming list by the tour operator. ETA, requested breakfast & dinner times, departure time & bag pull details to be provided.
- **Arrival day**  
Driver/Guides are asked to make contact with the hotel minimum 1 hour prior to arrival to give accurate time of arrival to the hotel to allow staff time to prepare for the group arrival.
- **On arrival / portage**  
Luggage to be removed from the coach by the driver, prior to being transferred by hotel porters who will use **PPE** & a pre-sanitised luggage trolley. Guests will be allocated where possible to lower floors to encourage the use of stairs therefore lessening any queue for the **lifts** - Only one person or household allowed in the lift at any one time.
- **Reception**  
**Protective screens** are in place in all hotel receptions, automatic **hand sanitiser** stations and floor markings at reception to indicate **social distancing** measurements.  
We have introduced an **enhanced touch point cleaning programme** in all public areas.  
We are encouraging **contactless payments** where possible for extras in the bar/restaurant/lobby etc. All public areas, including restaurants and coffee shops, will have practical, effective measures to enable **physical distancing**.
- **Room keys**  
Keys will be given to the tour guide to distribute on the coach. There will be no member of the hotel staff entering the coach. Keys are **sterilised** in advance and will be provided in envelopes; staff will have followed '**good handwashing**' guidelines for the preparation of same. Guests to drop keys back at reception on departure into 'Express box'.
- **Bedrooms**
  - A robust cleaning regime is in place for each guestroom, with particular emphasis on touch point cleaning complimented by a bespoke sanitisation **treatment spray** using **Anolyte** which is an extra layer of sterilisation. This is used in 'Clean Room Technology' throughout the pharmaceutical sector and some hospitals. Anolyte is electro-chemically activated water [ECA\*] & is non- toxic and environmentally friendly. This device very effectively deals with viruses and other air and surface contaminants. **Contents of guestrooms** have been reviewed to remove non-essential, tactile items, such as pen, paper, and bed cushions.
  - A **seal tag** is placed on each guestroom door to indicate full sanitisation.



- **Bedrooms (continued)**

- Rooms will not be serviced for stayover guests as standard procedure. Additional towels, linen, toiletries, tea/coffee supplies & bin bags will be available in the guest room. The **servicing of the room can** be provided upon request.
- Through new technology our **Guest Platform** connected automatically with hotel Wi-Fi will provide access to all guest information to include hotel menus, room service & information across the hotel. A QR code in each guestroom allows access to.

- **Breakfast**

Under current government guidelines, we have changed from offering buffet breakfast to **table service** with guests seated per household using a disposable table mat showing the breakfast menu. Guests will order from the waiting staff. Vitality breakfast items will come in a basket with each item wrapped or bottled. Hot items may be ordered & will be plated and under cloches.

- **Dinner**

Under current government guidelines, guests will be seated at tables per household. We will use disposable menus for guests to order from allowing for the agreed tour dinner menus & dishes will be brought to the tables under cloches. Drinks will be served at dinner & pre-ordered for welcome drink receptions. **Social distancing** will be observed by the waiting staff.

- **Hotel Staff**

All hotel staff have completed a **dedicated training programme** to ensure the full implementation of new protocols around PPE, hand sanitisation & physical distancing and will follow the public health official advice and guidelines at all times. Our staff will be wearing a range of **Personal Protective Equipment ("PPE")** across all hotels, with particular focus on housekeeping, kitchen and food production and service areas. We also have a minimum of one COVID compliance officer per hotel.

- **Failte Ireland Safety Mark**

We are fully compliant with the "Failte Ireland Safety Mark" across all hotels within Dalata Hotel Group.

- **Bureau Veritas**

Clayton and Maldron hotels have appointed Bureau Veritas, a trusted global leader in testing, inspections and certification. By using this expertise, we are ensuring best practice compliance of measurements. Procedures and policies are delivered to our guests and staff subject to a rigorous review and site assessment by Bureau Veritas in order to achieve the **accreditation** for each of our hotels.

**We look forward to welcoming your guests to stay with us!**