



COVID-19 SAFETY PROTOCOLS

Monitoring Developing Information Closely:

Our team at Castle Leslie Estate has been closely monitoring the Health Service Executive, World Health Organisation and Merrion Street statements regarding the COVID-19 novel coronavirus, and sharing that new information with our team. We are also taking guidance from Fáilte Ireland, the Licensed Vintners Association and the Irish Hotels Federation as the situation has been constantly evolving.

On a daily basis we are working to ensure that we meet the latest guidance on hygiene and cleaning. Our hotels' health and safety measures are designed to address not only COVID-19, but a broad range of contagions.

Team Health, Safety and Hygiene Knowledge:

We are supporting our hotel team, and their own health, safety and knowledge, as these are essential to an effective cleaning programme to ensure all our guests can be assured of the highest level of comfort and service throughout their stay.

Here are some ways we are supporting our team:

- Prior to returning to work, all employees will complete online training in line with our return to work safety protocol to include enhanced Covid-19 awareness with certification a prerequisite to a return to the workplace.
- Ongoing training: Our employees will receive training on housekeeping, hand hygiene and Covid-19 protocols introduced within the hotel.
- Our team members are trained and briefed to report all guests presenting Covid-19 symptoms on property to the Covid-19 committee. This allows us to take immediate action to assess their medical condition and ensure guests can self isolate in their room or be referred to a medical facility for further assessment.

Social Distancing:

Central to the Irish Government's Chief Medical Officers strategy for delaying and reducing the spread of Covid-19, is 'Social Distancing'. Our team are practicing 'social distancing' from team colleagues and guests, where possible. In line with Government guidance we have been able to reduce physical distancing to 1 meter where additional control measures have been implemented. Our business has taken steps to minimise interactions with guests and between guests. We are staggering meal times and reservations for all Food and Beverage outlets, Spa treatments and Equestrian activities. Separating the tables in our restaurant and breakfast room. We are making adjustments to allow for safe social distancing. Visible floor markings and signage will be used throughout the hotel to safely guide our guests.

Hand Hygiene: Frequent and correct hand washing is vital to help combat the spread of Covid-19. Our team is reminded daily that cleanliness starts with this simple act. It's important for their health and that of our hotel guests. Hand sanitisers have been provided throughout the hotel for your convenience and in each guest accommodation.

Cleaning products and protocols: A cleaning and frequent sanitising program for all public areas and high touch points is in place throughout the estate. We use industry leading cleaning and sanitising products and protocols mandated by Irish and European authorities that have been approved for use against viruses, bacteria, and other pathogens.

Guest Rooms: All linen is washed to medical grade procedures. In light of measures required to minimise hard surface touch points in our bedrooms, steps have been taken to remove or modify various standard items from the bedrooms. Cleaning and disinfecting protocols to clean and sanitise rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items like remote controls, televisions, telephones, kettles, hair dryers, seat backs, door handles, light switches, table tops, ironing boards, safes, taps, toilet handles and seats. Should you require additional amenity items, these can be delivered promptly to your guest room by contacting our reception team.

Public Spaces: We have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the surfaces of our front desks, lifts (and lifts buttons), door handles, public bathrooms, bar and table tops, chair rails, and shared computer keyboards. We are sanitising our restaurants, guest rooms, bar and public spaces with disinfecting fogging units.

Back of House: In the spaces where our employees work out of public view, our hotels are increasing the frequency of cleaning and focusing on high-touch areas like stairway entrances, locker rooms, laundry rooms and staff offices.

Temperature Checking programme: In the interest of mitigating risk to our guests and staff, anyone entering Castle Leslie Estate will have their temperature taken.

This is a very quick process using a laser body temperature reader. If the temperature reading is 38 degrees Celsius or above, guidance will be given to seek further medical advice. Entry will not be permitted to the Estate.

Guidelines for guests:

Consider the following advice on how to protect yourself from COVID-19 infection.

1. Wash your hands properly and regularly:
 - Before and after eating or drinking
 - After going to the toilet, nose blowing, sneezing or coughing
 - After cleaning procedures, handling waste and waste bins
 - After handling contaminated (dirty) items
 - Whenever hands become visibly dirty

2. If in contact with a sick person, especially those with respiratory symptoms;
 - Cover mouth when coughing and sneezing:
 - Cover nose and mouth with disposable tissues. If you don't have a tissue, cough or sneeze into your arm or sleeve (not hand)
 - Place used tissues into a sealed bin – wash your hands
 - Avoid touching your eyes, nose or mouth if your hands are not clean
 - Review travel guidance from your own country's Department of Foreign Affairs and the Irish Department of Foreign Affairs