

# TRUST & CARE PROGRAMME

Our hotel partners at Heathrow and Cork have always had a long-standing commitment to cleanliness and safety for SGSA students and delegates.

In light of the public health crisis, the following health and safety guidelines represent best practises for the hotel industry and are in accordance with both the UK and Ireland Health and Safety Executive guidelines. It is anticipated that these guidelines will evolve based on the recommendations of the public health authorities and our hotel partners will carry out their responsibilities in compliance with all government, national and local laws.

These are some of the changes that you will notice when attending a SGSA class or event.

## SOCIAL DISTANCING & QUEUING

- Access to the hotel will be clearly signed and mapped to ensure that social distancing is maintained.
- The frequency of cleaning and sanitising has been increased in all public areas with special attention to high touch points.
- All public areas are clearly marked for appropriate social distancing, and this will be closely supervised by the highly trained team on duty.
- Guests will be reminded at all times to practise social distancing by standing away from others that are not in their own party.
- Only one person or one family from the same household will be allowed in the elevator at any time based on the current guidelines.
- Walkways throughout the hotels have been clearly marked with arrows on the floor to ensure one-way traffic.

## MEETING ROOMS

- SGSA has reserved meeting room spaces of between three and four times the size of our usual space for all classes up to the end of this year.
- The SGSA usual 'U' shape layout of the meeting room has been replaced with a classroom style layout.
- Students will have their own desk and each desk will be a minimum distance of 1.5 metre

distance in all directions from other desks.

- Hand sanitising stations are conveniently located at the entrance to the meeting rooms and students will be encouraged to use them regularly.
- All areas of the meeting room space will have been deep cleaned and sanitised by a highly trained team.
- The self-service refreshments stations have been replaced with individual 'Grab and Go' pre-packed bags.
- The buffet lunch has been replaced with an à la carte service for the foreseeable future.
- Coffee mugs and cutlery have been replaced with eco-friendly disposable substitutes.

## HOTEL STAFF

- All the teams have been trained before returning to duty in all matters of hygiene, health and safety in accordance with HSE guidelines.
- Some team members will wear PPE if deemed necessary for health and safety reasons in accordance with Government and HSE guidelines. Any presence of PPE will not impact your experience and we want you to feel comfortable if you wish to wear it for your own reasons.
- In addition to their regular hand washing routine, team members will be frequently using hand sanitising stations conveniently located for their regular use.
- Both hotels adhere to only the highest standards of hygiene and have increased the frequency of their cleaning and disinfecting of all high touch areas in accordance with HSE guidelines.
- All teams are monitored daily for any symptoms along with smart shift rostering
- Social distancing among the teams is being practised and monitored as a priority.

And for SGSA students staying at the hotel...

## YOUR PRE-ARRIVAL/ ARRIVAL

- Full details of your pre-arrival will be emailed to you the day before you travel to included accessing your room, dining in the hotel and use of hotel facilities.
- The use of technology will reduce direct contact with guests. At the reservation stage, as much information about you and your visit will be collected to reduce the time spent at reception.
- Express check-in for all guests will take you less than one minute.

- Contactless payment will be encouraged using your in-room TV system so that you will not have to return to reception on check out.

## YOUR BEDROOM

- All areas of your bedroom will have been deep cleaned and sanitised by a highly trained team.
- A guarantee seal of cleaning will be placed on your door after this is completed and no one will enter your room between then and your arrival.
- Some items such as reading materials and guest folders have been removed to reduce touch points.
- All materials/guest information will be available digitally via the in-room TVs.
- Your room will have all the same facilities as before but how they appear may look different.
- Accommodation service will not enter a guest room during your stay unless specifically requested, or approved, by the guest, or to comply with established safety practises.

## YOUR DINING EXPERIENCE

- Lobby, bar and restaurant areas have been rearranged to accommodate the recommended social distance.
- Although breakfast will be served à la carte for the foreseeable future, you will still be able to order all the options previously offered.
- Reservations will be required for all meals to ensure your safety and comfort.
- Linens, towels and all laundry shall be laundered to the highest standards in accordance with HSE guidelines.

## HOTEL FACILITIES

- Gyms are open but there are limits on the number of people accessing the facilities. The hotels recommend reserving a slot. The gyms will be cleaned and sanitised on a regular basis.
- Lobbies have been rearranged to be compliant with the advised social distancing measures.
- In lieu of offering physical newspapers all guests will be able to avail of many national and worldwide publications through the complimentary Press Reader App.

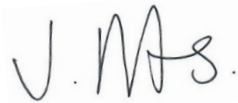
- In Cork, the airport shuttle service will be limited to a maximum of two guests per trip or groups and families that travel together. It will initially run during reduced hours and after each trip the shuttle will be cleaned and sanitized.

## ROOM RECOVERY PROTOCOL

- In the event of presumptive case of Covid-19, the teams have been trained in a protocol to manage the situation in an efficient manner.
- This includes extensive measures for deep-cleaning and layoff period of the room before it is brought back into service.

The above programme is a guide to what you will experience during your stay when attending a SGSA course. All cleaning products are HSE approved disinfectants that meet requirements for use and effectiveness against viruses and bacteria. We will continuously review all advice and guidelines from governing bodies to ensure that we are compliant and providing the most safe and trusted environment for you. For any reason if you wish to discuss your stay in relation to these measures please pick up the phone and I would be delighted to have a conversation.

Kind regards,



Jo Roberts  
Sales Director