

# the Parkavon

HOTEL | KILLARNEY

## *Because we care*

**Because we care** is designed to inform our guests, colleagues and suppliers on measures being taken by The Parkavon Hotel Killarney in adapting to the new norm in Irish hospitality. In light of the Covid19 pandemic, the protocols and procedures are developed in line with HSE, HSA, Irish Government and Irish Hotel Federation guidelines, as well as industry best practise.

**Because we care** focuses on health, safety and hygiene in all areas of the hotel. It highlights the cleaning regime throughout the property, outlines the changes one can expect, particularly in relation to dining and leisure - and informs of the new dining concepts to anticipate guest requirement. Guests will notice health & sanitisation signage throughout the public areas and we also want to highlight the daily health & safety protocols to be carried out behind the scenes in the hotel.

Killarney is a most beautiful location to visit and we are ready to welcome guests to our hotel, safe in the knowledge all safety and sanitisation procedures are in place to protect the wellbeing of our guests, business partners and colleagues alike.

This is our commitment to you; we are all in this together.

## *Because we care*

Stephen O'Connor

General Manager

the Parkavon  
HOTEL



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## Arrival & Departure

- Visible markings will guide you safely in the hotel lobby. Safety screens at reception guarantee social distancing for your safe arrival & departure. Only one guest per party to reception desk on arrival/departure.
- Credit/debit card prepayment & contactless payment options and e-mail receipts will be encouraged. Where this is not possible, payment terminals will be sanitised before and after each transaction.
- Key Cards will be sanitised with medical-grade antimicrobial agent after each stay.

## Communal Areas

- Thorough and frequent cleaning and sanitising of all surfaces and touch points throughout the hotel.
- Hand sanitiser gel available throughout the hotel.
- Signage will remain in place in communal areas throughout the pandemic to remind our guests to observe social distancing and encourage handwashing.
- Furniture has been rearranged in lobby to facilitate social distancing.
- Doorways will be left open where possible to reduce contact.
- Please use the stairs. No shared elevator, usage for those from the same family or same group.

## In-Room

- A thorough and comprehensive cleaning and sanitising program is in place for all guest bedrooms and bathrooms in preparation for your arrival with specific extra attention being given to all touch points throughout.
- All non-essential items will be removed from our bedrooms to focus on the highest levels of hygiene and cleanliness.
- Linens will be handled with extreme care to prevent raising dust and potential contamination. Used linen will be washed by our external contractor.
- Guest directories have been removed from the bedroom.

## Dining

- Dining options include in-room and grab 'n' go, in addition to table service in our bar and restaurant.
- Our Breakfast is table service with **Reservations Necessary**.
- Menus will be sanitised after each use
- A reduced number of tables will ensure social distancing in our bar and restaurant.
- Tableware will be removed and disinfected after each party has left. Tabletops and chair arms will also be sanitised after each seating. Condiments will be pre-packaged and available on request.

## Our Team

- Management & staff will complete the pre return to work training as per IHF/HSE/HSA guidelines.
- Educational and training program for all employees to ensure the utmost levels of safety and security throughout all areas of our operations, continuously engaging with the team to develop, consult, communicate and implement workplace policy changes in relation to Covid19.
- Adhere to HSE/HSA/IHF guidelines around the wearing of Personal Protective Equipment by our teams across all departments.
- A robust handwashing program is in place with all employees required to thoroughly wash their hands frequently.

## Leisure

- We await Government guidance to re-opening the swimming pool, sauna, Jacuzzi & fitness room

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This document will be updated as we work through each phase and in line with Government guidelines

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