



BAY VIEW HOTEL

Our Covid-19 Strategy

We have a highly detailed Covid-19 Safety Strategy which is a living document and is continuously evolving, however, we have taken some of the key elements, and broken them down for you below:

When you arrive:

- The front door will be opened for you by a member of our staff
- You will be required to sanitise your hands upon entry to Reception
- Only one guest from each room should check-in at the desk, all other guests from the room will be invited to wait in our guest lounge
- The receptionist will have to sanitise their hands before you come to the desk. They can also wear a face covering or gloves at your request
- We will have your key card prepared in advance to make check-in as swift and seamless as possible for you
- There may be a mandatory contactless temperature check at the desk
 - If you are running a temperature of more than 98.6F or 37C will be discreetly escorted to our isolation room where a GP will be contacted immediately

What you will notice during your stay:

In General

- Social distancing markers will be visible on the floors
- Hand sanitisers will be readily available at all entrances and exits, and various other points throughout the hotel
- Signage to encourage and remind people about regular hand cleaning and social distancing protocols will be on display throughout the premises
- Contactless payment will be prioritised, and texting or emailing of receipts will be encourage
- Furniture around the property will be rearranged to aid social distancing
- Due to contact tracing visitors to residents are not allowed

Dining

- Restaurant and bar tables will be adequately spaced apart and the number of guests dining will be reduced, in line with our strategy

- All table settings will be replaced, and tables sanitised fully after each individual sitting
- Disposable paper napkins may be provided
- All condiments have been removed from tables and will be served to you by our team
- Single use “disposable” menus will be offered to comply with hygiene standards

In Your Room

- Government and WHO guidelines for cleaning and sanitising guest rooms will always be strictly adhered to – frequently touched areas will be thoroughly disinfected every morning throughout your stay
- In-room crockery and cutlery will be machine washed at no less than 82C
- In-room bins are disinfected with appropriate chemicals
- Housekeeping service will be once per day – after breakfast
- Housekeepers will wear a fresh of disposable PPE for every room they clean
- Bed linen will be handled with extreme care so as to avoid lifting dust. Linen will be bagged, sealed, and removed for laundering. All linen is laundered at a minimum of 70C for at least 25 minutes
- Hand sanitisers, wipes, and masks are provided in each room
- Housekeeping will open windows when servicing a room, to ensure adequate ventilation

Behind the Scenes:

In General

- Prominent signage and hand sanitisers are located throughout the back areas of the hotel
- All public areas are cleaned and sanitised in line with Govt and WHO guidelines. Extra care is given to sanitise high-touch points such as chair arms, tables, handrails, door handles, etc

Food & Beverage

- Food Safety/HACCP - We will continue to observe the strictest good hygiene practice across all areas of food preparation for our restaurants and in-room dining.
- All dining areas will be ventilated after sitting period
- Goods delivered to the hotel will be inspected, and goods arriving in dirty containers or unsanitary vehicles will be immediately rejected
- Our loading area is equipped with hand sanitiser for both the suppliers and our own colleagues. The area is cleaned and disinfected regularly

In the Kitchen

- Kitchens and food prep areas continue to be regularly sanitised and extra care is given to high-touch points. ie: food equipment, food contact surfaces, chopping boards etc
- We have limited the number of colleagues to a minimum in work zones
- Our chefs have limited the menus – until further notice – for quality assurance
- Menu choices have been revised to avoid raw foods or foods that cannot be sanitised correctly. This would include items such as non-sanitised greens, and unpasteurised cheeses
- All knives and utensils are sterilised in a dishwasher at a rinse of 82C

Additional Safety Measures Our Colleagues Are Taking:

- Mandatory temperature checks will be implemented at the start and end of each work shift
 - Any colleagues experiencing symptoms will be forbidden from working, or isolated if they are already at work
 - Hand sanitiser will be used before entering the hotel premises, throughout the day, and again when leaving
 - Colleagues have been instructed to avoid any unnecessary contact with guests
 - Colleagues shoes will be cleaned and disinfected before entering the building
 - Colleagues shifts are staggered to ensure adequate social distancing during break times and all colleagues will comply with social distancing
 - All windows will be left open where possible for good ventilation
 - High-touch points in offices and at reception are disinfected regularly
 - All staff have received full training before coming back to work in our policies and procedures
 - We have appointed a member of our management team to serve as “Covid Champion”, ensuring that these regulations and strategies are adhered to at all times
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If you have any concerns or would like any further information about our In-House Strategy on Covid-19, please feel free to contact us in Reception, where we will be happy to provide you with any information you may wish to have.

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Email: info@bayviewkilkee.com

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As stated above, all of our colleagues have been fully trained in new policies and regulations, however we will work tirelessly to ensure that standards will not be compromised during this difficult time.

If at any point during your stay you wish to report symptoms or issues relating to Covid-19, please report to Reception where you will be referred to the Manager on Duty.

I hope that you will enjoy your stay. We look forward to welcoming you.



JOHN HICKIE

GENERAL MANAGER