

TRUST & CARE PROGRAMME

The Cork International Hotel has a long-standing commitment to cleanliness and safety for our guests and team.

We continue this commitment during the public health crisis. The following health and safety guidelines represent best practises for the hotel industry, in accordance with Failte Ireland and HSE guidelines in the current phase. It is anticipated that these guidelines will evolve based on the recommendations of the public health authorities and must be done in compliance with any government, national and local laws.



YOUR PRE-ARRIVAL/ARRIVAL AT CORK INTERNATIONAL HOTEL

- 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, use of hotel facilities and recommendations of things to do in Cork.
- Access to the hotel will be clearly signed and mapped to ensure that social distancing is maintained
- We have increased our frequency of cleaning and sanitising in all our public areas with special attention to high touch points
- The use of technology will reduce direct contact with guests. At the reservation stage we will take as much information as possible which will in turn reduce the time spent at reception, we hope to be able to offer an express check-in for 100% of our guests which will take you less than one minute.
- Contactless payment will be encouraged using your in-room TV system so you will not have to return to reception on check out.



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YOUR BEDROOM

- All areas of your bedroom have been deep cleaned and sanitised by our highly trained team
- There will be a guarantee seal of cleaning 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 our 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.
- Breakfast will be served A la Carte for the foreseeable future; you will still be able to avail of amazing pancakes and waffle or a healthy omelette if that's your preference
- In the initial reopening time line our New Yorker Dinner Service will move to our Atlantic Restaurant. You will be able to enjoy many of our favourite dishes and some new creations which Martin has been working on. Reservations are highly recommended to ensure your safety and comfort.
- Prior to July 20th when our New Yorker Bar will reopen you will be able to avail of a light lunch in our Lobby, or Restaurant if you wish to make a reservation
- Linens, towels and all laundry shall be laundered to the highest standards in accordance with HSE guidelines.
- We use a reputable local company who have guarantees for sanitizing and hygiene.



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OUR FACILITIES

- Our Gym is open however will only allow for access of 1 person at a time, it will be cleaned and sanitized on a regular basis
- The Cinema Room is open for private family bookings and you should at the time of reservation add this on to your booking and reserve your preferred time. Before and after each booking the room will be cleaned and sanitized to ensure your comfort and safety.
- The Children's Aviator Playroom will remain closed until a later phase to guarantee the health and safety of all our team and guests. The public areas around the playroom will be open for seating to allow you to enjoy the plentiful space with your families.
- We are allocating out door space for play areas with outdoor games, any games which require touch will be sanitised before and after use. Such games will be available from reception and must be returned after use.
- Our Lobby on the ground and first floor will be 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 our complimentary Press Reader App.
- Shuttle service will be limited with a restriction on the number of passengers we can carry at one time, it will be maximum 2 guests per trip or alternatively only groups or families that travel together. It will initially run during reduced hours and after each trip the shuttle will be cleaned and sanitized.



OUR PEOPLE

- All the team have been trained before returning to duty in all matters of hygiene, health and safety in accordance with HSE guidelines.
- Some team may wear PPE if deemed necessary for health and safety reasons in accordance with the HSA, Failte Ireland 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 our regular hand washing routine, our team will be frequently using hand sanitising stations conveniently located for their regular use.
- We adhere to only the highest standards of hygiene and have increased the frequency of our cleaning and disinfecting of all high touch areas in accordance with HSE guidelines.
- All our team are monitored daily for any symptoms along with smart shift rostering
- Social distancing among our team shall be practised and monitored as a priority.



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ROOM RECOVERY PROTOCOL

- In the event of presumptive case of Covid-19, our team are 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.



SOCIAL DISTANCING & QUEUING

- 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 other groups of people not travelling with them.
- Only one person or one family from the same household will be allowed in the elevator at any time based on the current guidelines of 2 meters.

The above programme is a guide to what you will experience during your stay with us at the Cork International Hotel. 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 do pick up the phone and I would be delighted to have a conversation.

Carmel Lonergan,
GENERAL MANAGER



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