



The safety and duty of care of our guests, colleagues and our families is our main priority here at the Bianconi

All our operating procedures throughout the Bianconi have been reviewed to ensure we continue to provide excellent service while adhering to social distancing and increased hygiene measures.

For our guest & team wellbeing we are adhering strictly to the Government, the Health Service Executive (HSE) and the World Health Organisation (WHO) guidelines.

GENERAL MEASURES

- We have implemented a flow management system for customers front of house and staff back of house, to ensure social distancing at all times.
- Floor markings have been adopted on the ground floor to ensure social distancing and flow management.
- We have added sanitising stations at all key entry and exit points including public toilets.
- The hotel will operate a pre-booking system for dinner to ensure that all guests can be seated upon arrival while minimising queuing.
- We have invested in PPE and screens.
- All staff have received training on best practices and will continue to receive ongoing training.
- All staff undergo an automated temperature check before starting the workday.
- A COVID 19 Ambassador will be present on the ground floor at all times to ensure the compliance of all health and safety measures.

RESTAURANTS AND BARS

- Lunch is served from 12 – 5.30, Dinner from 6pm – 9pm
- We would advise on pre booking
- Facilities to sanitise your hands with hand sanitizer are available in our bar & lounge
- All touch-up points are cleaned several times a day to ensure your safety.
- We have introduced a one-way flow management system for customers entering and exiting the property. This system will be managed by personnel at the front door of the hotel, with clear signage indicating social distancing and directions.

- We are encouraging cashless/contactless payments.
- We will be using individually packaged condiments such as salt, ketchup etc..
- We are providing table service only.
- Young guests must be supervised at all times
- Please Comply with our COVID 19 Ambassador at all times.

ARRIVAL

- Clear guidance concerning social distancing is in place in the lobby area and at our screened Reception desk for both your protection and that of our team.
- All key touchpoints such as credit card keypads, pens, desk pads and keys will be thoroughly sanitised after each guest transaction.
- Each room has been thoroughly sanitised, the manager is the last person to check the room.

HOUSEKEEPING

- Staff have undergone retraining on the latest protocols and best-practice standards concerning PPE, physical distancing, cleaning standards and hygiene practices.
- Cleaning standards have been fully reviewed and updated to ensure we have robust enhanced cleanliness and hygiene practices.
- Staff will wear appropriate personal protective equipment and are fully trained in how to put on and remove PPE safely.
- We have conducted a full review of all cleaning agents and chemicals in conjunction with our partner Ecolab.

BREAKFAST TIMES & OPTIONS

- *Monday to Sunday - 7.30am to 10.00am*
- In order to have a relaxing, efficient breakfast we would ask you place your order and leave at reception before 6pm the evening before.
- We will be offering full table service for breakfast
- Please do not hesitate to contact us if you have any dietary requirements