



Horse & Jockey Hotel – Safety Programme

Dear Guest,

During these strange times our priority is the wellbeing and the safety of both our guests and our team here at the Horse & Jockey. With this in mind we have implemented a comprehensive safety programme within the hotel. This will result in changing some of the ways that things operate within the hotel. We would like to assure you that all members of staff have been fully educated and retrained in the areas of hygiene and customer safety and a Covid-response team appointed within the hotel to ensure what all guidelines are adhered to. Please contact a member of management if you have any concerns/queries.

Check In:

We will ensure that check in is done as swiftly as possible. We ask that all necessary information and details of all guests staying is provided during the booking process. This will be significant to ensure that contact tracing is possible, if needed, after departing.

We ask that only one member of the party checks in at the reception desk. A designated waiting area will be provided for other members of the party. Pens for check in will be sanitised after use. We ask that the credit card used for check in will be the same as the one used for check out to ensure a swift check out. All key cards will be sanitised before given to the guest.

Guest Rooms

In your bedroom, we have elevated our rigorous protocols with Johnson Diversey to thoroughly clean all surfaces with hospital-grade disinfectants. Extra detailed attention, using high alcohol grade sanitiser, is given to all light switches, door handles, bathroom taps and handles, the room phone and the remote control. In your bedroom you will find a card with the name of your House Keeper and Supervisor that cleaned and inspected your bedroom to our new cleaning policy and protocols.

Information folders have been removed from the bedrooms. Hotel information is provided on the hotel screens. Our concierge is on hand, by dialling '0' to deal with any other queries that you may have.

Public Areas

Our tables have been rearranged to give extra space between each table but not losing the comfort of our couches. We ask that furniture is not rearranged due to social distancing measures.

Public areas, bathrooms and frequently touched points within the hotel are being sanitised every hour by a member of our team. There are 22 sanitising units within the hotel to ensure the safety of our guests. There are arrows throughout busy areas of the hotel to ensure that

guests adhere to social distancing measures. We ask that guests are mindful of social distancing measures within the hotel and are mindful of the safety of themselves, other guests and our staff. We ask that appropriate hygiene measures and cough/sneeze etiquette are adhered to at all times.

We have suspended the use of 'house newspapers' within the hotel. Newspapers will be available for sale at reception. We ask that these are for your own use only.

The Enclosure Bar/Silks Restaurant/Coffee Bars

We have implemented table service in all areas. We ask for patience while, there may be bumps along the road with implementing new ways of doing things.

Reservations for Silks Restaurant can be made at reception.

A comprehensive cleaning programme has been implemented with all departments. All tables, countertops, chairs etc. in these areas will be washed & then disinfecting (using D10) after use during the evening. Menus in all areas will be provided in a laminate menu and will be sanitised after every use.

We ask you to use contactless payment when possible.

Breakfast

Our breakfast buffet will be temporarily replaced by a table service menu. Our team will help with anything that you need during your breakfast service. During busy times we will ask that bookings are made for breakfast on check in.

Conference Rooms

Our conference rooms, tables and chairs will be fully washed and sanitised before every meeting in accordance with HSE guidelines. Hand-sanitisers are available at the entrances of all meeting rooms.

Tea & Coffee will be served, by our conference team member, in The Courtyard Area of the conference centre.

Chairs have been set up in guidance with current social distancing guidelines and we ask that these are not moved. Restricted capacity in the meeting rooms – our conference co-ordinator would be happy to talk you through our new capacities.

The Hair Salon @ Horse & Jockey

We have reduced the maximum amount of stylists to 2 at any one time in the salon. This ensures a very safe environment. Guests will be asked to wear a facemask when in the salon. If they do not have their own, one is provided for the guest. Stylists will be provided with appropriate PPE gear.

We will stagger our appointment times to ensure that adequate distancing measures will be adhered to.

We ask that you fill out a Covid form in line with the HSE guidelines.

Gowns will be washed at the guided temperature of 60 degrees after each guest.
All stations will be fully washed and disinfected using hospital grade cleaning products after every customer.

All guests will be asked to fill out a health form before using the facilities in line with HSE guidance.

The Spa @ Horse & Jockey

All guests will be asked to fill out a health form before using the facilities in line with HSE guidance.

All areas will be washed & then disinfected using hospital grade products after each use.

We ask that spa guests wear their robe and slippers to & from the spa, minimising time spent in the changing rooms.

We ask that a mask is used for all beauty treatments within the spa.

If guests are using our leisure facilities, pool shoes/sandals are mandatory.

Staff will be provided with the appropriate PPE gear.

Leisure Centre @ Horse & Jockey

Use of the pool & gym areas are now by appointment only. Bookings can be made at the hotel or leisure centre reception.

Pool & gym sessions will be booked in 45 min slots leaving 15 minutes for our leisure centre staff to fully clean & sanitise the area before the next guests.

Pool shoes are mandatory.

Our sauna, steam rooms & Jacuzzi will remain closed at present.

Water fountains are no longer available – please bring your own water bottle with you.

Hair-dryers are temporarily out of action also.

Spectators are no longer allowed on the pool deck. There is a glass viewing area available.

Business as usual is going to be a little different at the Horse & Jockey but this will only be for a while. We want you to understand this and assist us with our efforts to protect everyone. From all of our team at the hotel we wish you a relaxing and enjoyable stay with us.