

# THE DOYLE COLLECTION

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## THE DOYLE COLLECTION REST ASSURED PROGRAMME

COVID-19 PROTOCOL & HYGIENE POLICIES

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# MESSAGE FROM THE CEO

Dear Guest

Together, we continue to face extraordinary circumstances. The global coronavirus pandemic has affected all of our families, our businesses, our communities, and our way of life. At this time, I would like to update you on how we are approaching the situation at The Doyle Collection.

First and foremost, our thoughts are with guests, team members and anyone in their respective circles who have been impacted by the virus, either directly or indirectly.

Secondly, we would like to acknowledge the loyalty of our colleagues who have been affected by our temporary closure and those that have been caretaking our hotels and diligently working towards our re-opening. Importantly, we recognise with great pride, the inspiring sense of community and countless acts of generosity shown by our team members in support of the courageous frontline workers and deserving charities within our three jurisdictions.

Whereas The Doyle Collection has always implemented a strict protocol to safeguard the health and wellbeing of our guests and team members, the Covid-19 pandemic has necessarily required a robust response from the global hospitality industry. As such, protocols regarding cleaning, sanitisation, disinfection and food service have been elevated in accordance with guidance from Government and Health Authorities in each of our jurisdictions alongside advice issued by The World Health Organization. In addition, our approach has been officially accredited by internationally recognised Bureau Veritas.

These guest and team member-centric enhancements are comprehensively documented in our Rest Assured Programme. This document sets out in detail the wide-ranging measures we are implementing and our promise to continue to deliver the very best guest experience possible.

In anticipation of our hotels returning to business, we would like to reiterate our totally flexible booking policy. We understand how difficult it is to plan at this time and are delighted to provide you with some peace of mind.

-With regard to existing bookings, we will help you change dates or if preferred, to cancel your booking. Alternatively, you can opt for a voucher which may be redeemed at a time that suits you in the future.

-Future bookings for stays up until 31 December, 2020, may be amended or cancelled up until 24 hours before the day of arrival if your travel plans change.

We are very much working in an ever-changing world, and we will continue to be guided by our local jurisdiction policies and advice we receive. From time to time we will therefore update this document.

Finally, I would like to thank you for your continued loyalty to The Doyle Collection. We look forward to welcoming you to one of our hotels again very soon.

Warm wishes

Pat King  
Chief Executive Officer  
The Doyle Collection

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# INTRODUCTION TO OUR REST ASSURED PROGRAMME

The Doyle Collection has devised and implemented a comprehensive suite of controls to manage the risk associated with Covid-19.

These control measures apply to every facet of our business - from cleaning and hygiene to food service and supplier management. These measures are grouped under the following headline categories.

BEFORE YOUR ARRIVAL	1.1 Communication 1.2 Supplier relationship management
YOUR ARRIVAL	2.1 Screening 2.2 Technology innovation 2.3 Social distancing and physical management measures 2.4 Personal Protective Equipment (PPE)
YOUR STAY	3.1 Hygiene, disinfection and prevention 3.2 HVAC and quality 3.3 Management and oversight
OUR TEAM	4.1 Training and incident response 4.2 Employee welfare
CONFIDENCE ASSURED	5.1 Verification 5.2 Monitoring

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# 1. BEFORE YOUR ARRIVAL

## 1.1 COMMUNICATIONS

The Rest Assured Programme means you can enjoy your stay in total confidence. The protocols we have implemented for your safety, ensure you will continue to enjoy the warmest of welcomes from our Teams.

To guide you through any changes we have made, we have introduced a number of innovations to give you the clearest and most up-to-date information.

Personal information and guidance will always be available from any member of our Team, who will be happy to assist, as well as bespoke signage, media and social media output, ensure your stay is as comfortable as possible.





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# 1. BEFORE YOUR ARRIVAL

## 1.2 SUPPLIER RELATIONSHIP MANAGEMENT

Whilst our procedures deal with issues that may arise within the property, we have taken the additional step of undertaking an assessment of our suppliers' own Covid-19 procedures to make certain they reflect the standards we require.

We have introduced systems at our hotels dealing with deliveries, packaging, personal contact points and other supplier activities in order to minimise on-site presence and dwell time.



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## 2. YOUR ARRIVAL

### 2.1 SCREENING

Team members will be required to complete a Health Declaration Form and to undergo daily temperature screening.

A team member whose temperature falls outside the mandated parameter, will not be permitted entry to the hotel and will be asked to follow local Health Authority isolation guidelines.

As commenced in March 2020, we will continue to operate a system whereby we track team member travel movements.

Where required, Guests may be obliged to participate in a screening programme by completing a Health Declaration Form and having their temperature taken on arrival.



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## 2. YOUR ARRIVAL

### 2.2 TECHNOLOGY INNOVATION

Technological solutions will facilitate the elimination of key contact points during the guest journey and will add to a positive guest experience.

Printed newspapers and magazines will no longer be available in guest rooms and public spaces. Instead, they will be available, with our compliments, on guest personal devices via the GoldKey app.

Menus will be accessible on personal devices via QR Codes, which may be scanned on entry to our hotels and within outlets and guest rooms.

Guest Service Directories and other useful information will also be accessible on personal devices via QR code technology.

Contactless payment methods will be available at hotels and outlets. This service will be enhanced as new solutions become available.

Additional technological innovations, including automated check-in, will be introduced to manage the infection risk and enhance the guest experience.

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## 2. YOUR ARRIVAL

### 2.3 SOCIAL DISTANCING AND PHYSICAL MANAGEMENT MEASURES

Dedicated Rest Assured Guardians will be constantly on hand to guide and assist all guests through the distancing process to guarantee the comfort and protection of all.

Meticulous re-arrangement of public spaces including lobbies, restaurants and guest facilities will ensure appropriate social and physical distancing - in line with safety and regulatory requirements.

Interval distancing of 2 metres (6 feet) will be clearly marked in all public areas including the front desk, lobby lifts, restaurant entrances, gymnasiums, etc.

Restaurant table settings will be set 2 metres (6 feet) apart to ensure peace of mind and a safe experience for our diners. (Parties staying together will be permitted to dine together as normal)

Hotel entrance & exit points will be minimised in order to manage the flow of persons into the hotel and consequently to safeguard the success of screening and distancing measures.

\*Please note that all fire exits will remain operable at all times

Queue management measures will be implemented to facilitate safe and efficient access to all hotel facilities.

Hand sanitiser will be available at all entrances and exits and at appropriate points throughout our properties such as front desk, lift lobbies, restaurants, bars, public areas, gyms, restrooms and throughout our back-of-house team areas.

A simple “one-way” system will operate at all hotels and outlets, providing clarity for guests. Guests will be invited to walk on the left hand side of bedroom corridors to avoid inadvertent contact.

Innovations in the preparation and service of food and beverage offerings have been developed to supplement our social distancing measures.



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## 3. YOUR STAY

### 3.1 HYGIENE, DISINFECTION AND PREVENTION

Our first set of Covid-19 hygiene policies were introduced in January 2020. These have been continually refreshed and enhanced to provide an augmented hygiene and disinfection policy.

Only disinfectant products with demonstrable efficacy against Covid-19 will be used across all spaces within the hotels and outlets.

A comprehensive list of contact points that map the guest journey from arrival to departure has been identified, including: door handles, push door plates, banisters/balustrades, railings, Front Desk, pens, tables/chairs, telephones, lift buttons, toilet flushers, taps, toilet cubicle door locks, toilet roll dispenser, soap dispenser, baby changing table, etc.

Our public area cleaning teams, which include dedicated Covid-19 cleaning personnel, will provide round-the-clock cleaning and disinfection of all contact points and with increased frequency during peak times.

Additional focus on bedroom contact points: Guest Rooms will continue to undergo thorough cleaning and disinfection regimes with the addition of targeted disinfection of all areas within the guest room and bathroom, including tables/chairs, telephones, light switches and lamps, AC controls, TV remote controls, in-room safe keypads, hairdryers, irons, kettles, etc.

Once cleaned and sanitised, guest rooms will be closed and sealed with a hygiene label. No person may enter the room before the arrival of the next guest.

Team members will continue to adhere to the personal hygiene protocols contained in our Covid-19 policy, including stipulated regular handwashing and sanitisation requirements.

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## 3. YOUR STAY

### 3.2 MANAGEMENT AND OVERSIGHT

Management at each hotel will be supported by the addition of two new on-site resources:

**REST ASSURED MANAGER**

Responsibility for the implementation and full execution of the Covid-19 Hygiene Policy at the hotel.

**REST ASSURED GUARDIAN**

Day-to-day responsibility for ensuring that procedures contained in our Covid-19 Hygiene Policy are being implemented to the required standard across all shifts.

Policies will continue to be administered and updated by The Risk Management Team at our Corporate Head Office.

Covid-19 will remain a standing agenda item at all hotel team meetings, with developments and updates communicated daily.

### 3.3 HVAC AND AIR QUALITY

Our Air Quality systems will be monitored and maintained based on risk assessment in compliance with current international standard best-practice advice. This includes the regular changing of filters and deep-clean operations, to ensure the highest quality of fresh air exchange, circulation and heating controls.

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## 4. OUR TEAM

### 4.1 TRAINING AND SAFETY

Bespoke training materials have been designed and implemented across our business to ensure our teams are fully ready for all aspects of our reopening.

All areas of our operation have been risk assessed and Covid-19-specific SOPs have been developed for the protection of our guests and team members.

Complementing our new procedures are tailored training modules that are delivered in person and via our dedicated on-line training platform.



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## 4. OUR TEAM

### 4.2 INCIDENT RESPONSE

Team members will be prepared to efficiently implement strict routines to manage infection risk in the event that there is a confirmed case of Covid-19 amongst our guests.

Such measures include;

- The safe isolation and management of the ill guest while at the hotel
- Communication as necessary with the local Health Authorities
- Facilitating the transfer of the guest and their personal effects from the hotel
- Disinfection, hygiene and sanitisation.

Our procedures include specially tailored actions governing the disinfection of rooms, linens and other contact points at our hotels.

### 4.3 EMPLOYEE WELFARE

The Doyle Collection's long-standing record of excellence with regard to employee health and safety has been enhanced in response to the risks associated with Covid-19.

Such measures include the provision of PPE and the implementation of Hygiene, Social Distancing and Screening policies across all facets of team member spaces and operations.



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## 5. CONFIDENCE ASSURED

### 5.1 VERIFICATION

Our Covid-19 Policies and Procedures have been independently assessed and certified by the internationally renowned Bureau Veritas, taking into account the most recent WHO, OSHA, ILO, Government, Health Authority and Health and Safety Authority advice in each of our jurisdictions.

### 5.2 MONITORING

Risk and Health and Safety Audits will be carried out by our Risk Management Team as well as independent audits by Bureau Veritas and Leading Quality Assurance (LQA).



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## REST ASSURED - MEETINGS & EVENTS

### SANITISATION & PREVENTION PROTOCOL

- Event space cleaning procedures have been augmented to include the targeted sanitisation of all contact points including light switches, air-conditioning controls, technical equipment, tables, chairs etc.
- Dedicated cleaning personnel will clean and sanitise all contact points including equipment at agreed intervals throughout the day or evening.
- Hand sanitisers will be available to event and meeting attendees in-room and in breakout spaces.
- Writing material including notepads, pens and pencils, are provided for single use only.

### PHYSICAL DISTANCING PROTOCOL

- Seating capacities and floor plans are reviewed on an event-by event basis in order to comply with Government physical distancing guidelines.
- To ensure social distancing, coffee breaks are served by team members. A physical distancing queueing system is in place.

### FOOD & BEVERAGE

- Servery-style service (meals served by one team member to each attendee) or alternatively, plated food is available. Self-service buffet or sharing plate options are not available at this time.
- Servery-style service also applies to coffee breaks.

### TEAM MEMBERS

- Team members complete a daily health declaration form and undergo daily temperature screening.
- Team members wear appropriate PPE.
- Team members will only enter your meeting room, during your meeting, on request. Rooms are generally refreshed during the lunchtime break. If you do not wish to avail of this service, please advise on arrival

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## **ACCESS & CAR PARKING**

- Self-service car parking is available. Valet parking is not available at this time.

## **SOCIAL EVENTS**

Please note that the maximum number persons attending an event is determined by Government guidelines.

## **SANITISATION & PREVENTION PROTOCOL**

- Event space cleaning procedures have been augmented to include the targeted sanitisation of all contact points including light switches, air-conditioning controls, technical equipment, tables, chairs etc.
- Dedicated cleaning personnel will clean and sanitise all contact points including equipment at intervals throughout the day or evening.

## **TEAM MEMBERS**

- Team members complete a daily health declaration form and undergo daily temperature screening.
- Team members wear appropriate PPE for the protection of all.

## **ACCESS & CAR PARKING**

- Self-service car parking is available. Valet parking is not available at this time.

## **PROTOCOL BY EVENT TYPE**

### **DRINKS RECEPTIONS**

- A private space with a minimum level of furniture is used to ensure physical distancing
- Service stations use a physical distancing queueing system
- Tea, coffee, drinks and canapé stations are managed by team members

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## PRIVATE LUNCH/DINNER

- Table and guest spacing reflect Government guidelines
- Hand sanitising stations are available at the entrance to the room
- There aren't any shared items on the table, e.g.
  - Jugged water is poured by a team member
  - Guests are supplied with condiment sachets and individual portions of butter
- Servery-style service (meals served by one team member to each attendee) or alternatively, plated food is available. Self-service buffet or sharing plate options are not available at this time.

## WEDDINGS

Please note that the maximum number persons attending a wedding is determined by Government guidelines.

## DRINKS RECEPTIONS

- A private space with a minimum level of furniture is used to ensure physical distancing
- Service stations use a physical distancing queueing system
- Tea, coffee, drinks and canapé stations are managed by team members, who serve guests individually.

## PRIVATE LUNCH/DINNER

- Table and guest spacing reflect Government guidelines.
- Hand sanitising stations are available at the entrance to the room.
- There aren't any shared items on the table, e.g.
  - Jugged water is poured by a team member
  - Guests are supplied with condiment sachets and individual portions of butter
- Servery-style service (meals served by one team member to each attendee) or alternatively, plated food is available. Self-service buffet or sharing plate options are not available at this time.
- Wedding 'afters' food is served plated to each guest.



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## **PHYSICAL DISTANCING ON DANCE FLOORS**

- There is signage on tables and dance floors, requesting guests to observe physical distancing.
- Team members will monitor physical distancing in as far as possible .