



COVID-19 Protocols

Our commitment to Health and Hygiene

The health and wellbeing of our colleagues, guests and members are important for us and we are taking proactive measures to ensure our already comprehensive sanitation procedures are increased across both our Castle and Clubhouse.

We will be health and hygiene focused to make sure our members and guests have complete confidence during their stay/visit with us. Here at Luttrellstown Castle Resort we have reviewed our cleaning policies to make sure we provide the same 5 Star experience while making sure that we adhere to the government and HSA guidelines:

- Sanitizing stations in key areas throughout our Castle and Clubhouse.
- Increased frequency of cleaning and disinfecting of public areas, restaurant, bars with professional equipment that uses the highest classification of disinfecting chemicals, proven effective in preventing the transmission of COVID-19, with special attention to high-touch points.
- Ongoing briefings and enhanced operating protocols with our team.
- COVID-19 awareness, education and training.
- Educating our colleagues on preventing measures, such as sanitization safety and social distancing.
- Limiting personal contact, such as shaking hands, between colleagues and guests.
- Twice daily disinfectant spraying to occur.

Public Washrooms:

- Antibacterial soap.
- Hand sanitizer stations located outside washrooms.
- High-touch disinfecting hourly with the highest classification of disinfecting chemicals, proven effective in preventing the transmission of COVID-19.
- Cleaning time sheets displayed

Food & Beverage:

- Seat allocation to promote physical distancing.
- Shift to disposable menus.
- Change of items / disinfection of all touchpoints on table between diners.
- Increased frequency of cleaning and disinfecting for both front and back of house with the highest classification of disinfecting chemicals, proven effective in preventing the transmission of COVID-19.
- Masks, face shields and gloves for all restaurant/bar workers, front and back of house.
- Dining in our restaurant will require a pre booking online or through phone.

Colleagues:

- Masks /Face Shields worn by customer facing colleagues
- Gloves worn as needed by department.
- Hand sanitizer dispensers at entrance and throughout all work spaces and colleague common areas.
- Physical distancing observed in all colleague areas, including dining areas and in team communication sessions.
- Increased frequency of cleaning and disinfection in all common areas, i.e. locker room, washrooms, etc.
- COVID-19 related training provided to all colleagues.
- Lead Worker Representatives in place.
- Management Business Response Team set up.
- Signage and markers communicating physical distancing protocols throughout colleague areas.

Lifts:

- Signage to indicate maximum occupancy to promote physical distancing.
- Increased frequency of cleaning and disinfecting with the highest classification of disinfecting chemicals, proven effective in preventing the transmission of COVID-19.
- Hand sanitizer available in elevator foyers.

Golf Services:

- The **Director of Golf & Pro Shop** Team will manage all customer facing aspects of the Club as follows:
 - Only 1 staff member in the Pro Shop at any one time.
 - Staff have been provided with appropriate PPE for their use.
 - Staff are aware and recognise the importance of regular hand washing and cough / sneeze etiquette
 - Hand sanitisers are available to colleagues
 - Service Desk protection screens have been installed where appropriate
 - All works areas are sanitised regularly
- The **Green-Keepers** are isolated on the course for much of the time and with steps taken to minimise risk of cross contamination during their shifts
 - Morning Briefings adhere to physical distancing protocols.
 - Breaks are being staggered and/or taken alone in their vehicles.
 - Hand sanitisers are provided with 1 per person available.
 - Gloves are worn.
 - Staff have been provided with appropriate PPE for their use.
 - Staff are aware and recognise the importance of regular hand washing and cough / sneeze etiquette
 - Machinery is fully washed down after use.