

We are delighted to be welcoming all our guests to the Grand Canal Hotel, Dublin.

The safety and well-being of our guests, customers and colleagues are our top priority. We are continually monitoring information from the HSE, the Irish Government, the World Health Organisation as well as our partners in the Irish Hotel Federation. Our hotel has received from Failte Ireland Safety Charter accreditation. The COVID-19 *Safety Charter* is a Government-endorsed initiative to reinforce confidence in domestic and overseas visitors in tourism businesses.

In preparation for your arrival, there are a few things that we would like to draw your attention to in order to put your mind at ease:

Arrival & Reception

- Prior to travelling to the hotel, should you, or any of your group booked to stay at the hotel, exhibit any Covid-19 symptoms or have been diagnosed with confirmed or suspected Covid-19 infection, we would ask that you contact the hotel to cancel your booking.
- We kindly request all our guests to wear a face mask as they move through the hotel building.
- We would ask that one representative of your arriving group approach the check-in desk while the others adhere to physical distancing measures.
- For the comfort of our guests staying at the hotel, groups of guests with multiple bookings should be aware that each room should be occupied by the registered guests only. Guests should remain in their own room at night time and be conscious of noise levels.
- Please use contactless payment methods as cash can cause difficulty for our team.
- Key cards will be sanitised before distribution to new guests.
- Receipts will be emailed to guests, where possible, to avoid unnecessary contact.
- Signage throughout the hotel will remind guests not familiar with the building of where to socially distance and promote regular handwashing.
- Hand sanitisers will be plentiful throughout the hotel with particular focus on the hotel lobby, lift lobbies, hotel entrance, reception and our food and beverage outlets.

Guest Elevator and Public Toilets

- An employee will be assigned to clean and disinfect the button panels of guest elevators regularly. Physical distancing must be maintained in elevators. Guests should not travel on the lift with anyone outside of their household.
- Within public toilet facilities, a queuing system and limitations on the number of users is in place to ensure physical distancing. We would ask that, where possible, guests use the bathroom in their own bedroom.

Grand Canal Hotel

Grand Canal Street Upper, Dublin, D04 X5X7 | Tel: 353 (0) 1 646 1000 | Email: reservations@grandcanalhotel.com
www.grandcanalhotel.com

Food and Beverage

- The hotel will operate a pre-booking process for all experiences, including breakfast, throughout the hotel to ensure that all guests can be seated upon arrival while minimising queuing and bottlenecks.
- Reservations for Gasworks Bar and Canal Express Coffee Shop & Bar can be made on arrival or by calling our Reception Team during your stay. Please note that due to the current Covid restrictions guests cannot remain in the Gasworks Bar or Lobby area after 11:30pm.
- All self-service buffets will be removed from our offering and replaced with table service.
- Room service menus will be available with contactless payment.
- Following current government advice, we will ensure an appropriate distance, between all tables.
- There is a requirement for hotel residents to show their covid pass to avail of bar and restaurant facilities.

Cleanliness

- Suitable cleaning products and disinfectants will ensure best possible protection against bacteria and viruses.
- Bedroom cleanliness was always a core Grand Canal Hotel value but a new emphasis will ensure key touchpoints high contact areas and hard surfaces such as remote controls, light switches, telephones, door handles are appropriately sanitised.
- Bed throw, cushions and soft furnishing are removed from the bedroom as part of our hygiene measures. If you would like them to be placed back into the room for the duration of your stay please do not hesitate to let a member of our team know and we will arrange it for you.
- A dedicated employee will be on duty to sanitise all guest areas at regular intervals including doors, lifts, handrails and toilet areas.
- All employees have received retraining on the additional cleaning measures being implemented to ensure hygiene standards are at the highest possible level.
- All Employees have received certification for participation in a Covid-19 Hospitality Operations Induction Programme in conjunction with the Irish Hotel Federation.

If you are travelling to the hotel from outside of Ireland

A range of new measures and requirements, including mandatory quarantine for travel from certain countries, for more information for those travelling to Ireland, please visit <https://gov.ie>. It is important to keep up to-date on travel restrictions and requirements into the country as these may be subject to change on a regular basis.

We look forward to welcoming our guests back to a safe, but comfortable, hotel.

Kind Regards,

The Management and Staff

Grand Canal Hotel

Grand Canal Hotel

Grand Canal Street Upper, Dublin, D04 X5X7 | Tel: 353 (0) 1 646 1000 | Email: reservations@grandcanalhotel.com
www.grandcanalhotel.com