

## Jurys Inn & Leonardo Hotels Meeting & Events Commitment Charter Covid-19

### Your Safety is Our Priority

At Jurys Inn and Leonardo Hotels, we are working with the Environmental Health Organisation (EHO) as well as taking advice issued by the World Health Organisation (WHO), implementing the appropriate measures within our hotels and across our corporate offices. We are also working in partnership with our supplier Ecolab on recommended cleaning products and protocols to enhance our cleanliness standards within all areas of our hotels.

In response to the current Covid-19 restrictions, we have implemented a plan which presents the enhanced measures we are taking to ensure the safety of our guests, employees and our community.

### Stay Safe, Stay Happy 5-Point Plan

We have introduced a 5-point 'Stay Safe, Stay Happy' plan to provide our guests and staff with the assurance of safety within our hotels.

Providing you Confidence and Re-assurance on our Safety and Cleanliness Measures	
5 Point Plan	Activity
<b>HYGIENE</b>	<p><b>Hygiene</b> has always been rigorous at our hotels and we are taking additional steps so you can be confident of your safety</p> <ul style="list-style-type: none"> <li>• We have worked alongside the <b>Environmental Health Organisation (EHO)</b> to develop best protocols &amp; standards which will be implemented across all hotels</li> <li>• Our hotels use <b>Ecolab Pro anti-viral</b> cleaning products which are proven to kill coronavirus</li> <li>• We have <b>Sanitising Stations</b> in key areas such as our lobbies, receptions, lifts and back of house. We advise that guests make use of these stations when moving around the hotel</li> <li>• Increased the cleaning of <b>frequently touched items</b> and surfaces in bedrooms &amp; meeting rooms</li> <li>• Increased bedroom &amp; <b>meeting room checks by Senior Management</b></li> <li>• Our food menus can now be viewed online whilst providing a limited 24hr room service (tray collection service)</li> </ul>
<b>SOCIAL DISTANCING</b>	<p>Let's keep everyone safe by continuing to <b>Social Distance</b>. Please allow 2m (6ft) distance between yourself and other people. In our hotels we are practicing social distancing by:</p> <ul style="list-style-type: none"> <li>• Operating a minimum touch check-in and check-out to limit the amount of close contact within the hotel.</li> <li>• 2m floor markings in reception - our hotels have <b>spacious ground floor footprints</b>, on average 700sqm to easily facilitate social distancing</li> <li>• We have <b>protective screens</b> at all reception desks in order to protect our staff and our guests</li> <li>• We are encouraging guests to use stairwells as an alternative to the lifts to access bedroom &amp; meeting rooms</li> <li>• Lift protocol in place, tailored by hotel and its configuration</li> </ul>
<b>'CASHLESS' OPERATION</b>	<p>All our hotels will be operating as a <b>Cashless</b> operation, this will include our food and beverage departments</p> <ul style="list-style-type: none"> <li>• We accept all major credit and debit cards</li> <li>• We will charge your card on check-in for the cost of your stay</li> <li>• Any additional costs during your stay will be charged as consumed</li> </ul>
<b>FOOD &amp; BEVERAGE DELIVERY</b>	<p>We are operating a reduced <b>Food and Beverage offering</b>. A welcome letter in each bedroom will include the full details</p> <ul style="list-style-type: none"> <li>• All menus are now available to view <b>online</b></li> <li>• <b>Breakfast</b> is available daily as a continental option <b>delivered</b> to your room</li> <li>• <b>Contactless room service</b> is available daily</li> <li>• We have appropriate &amp; <b>hygienic delivery methods</b> in place for our food &amp; beverage offering</li> </ul>
<b>TRAINING</b>	<p><b>Training</b> is always ongoing &amp; an upmost priority for our teams</p> <ul style="list-style-type: none"> <li>• We have worked alongside the Environmental Health Organisation (EHO) to develop <b>the best protocols &amp; standards for housekeeping and employee training</b></li> <li>• All employees have received <b>additional training</b> on how to keep you and themselves safe. This will be reflected in how they interact with you during your stay</li> </ul>

## Delegate Journey, what to expect

**Before your arrival** you can find all our Covid-19 related policies on our website. To limit the amount of contact required at reception, the option of online check-in and check-out is available in most of our hotels.

**Upon your arrival** there will be visible signage at the entrance, the hotel lobby and leading up to the reception area and other access points, advising on the social distancing measures which are in place within the hotel. You will find automated hand sanitising units stationed at the hotel entrance for your use. We are unable to provide concierge / luggage assistance at this time.

**On arrival to reception** there will be clear floor markings guiding you on where to wait to be greeted by reception. You will notice that we are using protective screens, which are for both the staff and the guest's safety. There will be clear floor markings advising where to stand at reception. There will also be hand sanitiser available at the desk for guests use and our reception staff will be equipped with a sanitary tool kit. Please be aware that the check in area and credit card terminal will be sanitised before the next guests use.

We request that the **stairs are used** as an alternative to the lifts which will be operating as one person / guests known to each other at any one time per lift. There are floor markings which point out where the stairs are located.

We have **revised the capacity** of our meeting rooms to adhere to social distancing requirements with signage visible around the conference areas. Most of our hotels have a large number of meeting rooms available that will allow you further flexibility for your main meeting to break out into smaller meetings, allowing further social distancing where appropriate. Furniture in public spaces has also been re-arranged, reduced or removed. You may notice taped lines on the floor to provide guidance on the direction you should go in that space or how far apart from other delegates you need to be in particular to registration lines and breaks.

A reduction in the meeting rooms **amenities** is in place such as the removal of brochures and welcome packs. The information has been sent via email to the conference organiser to distribute to all delegates. All stationary and confectionary have also been removed, however these are available on request. Individual mineral water and glasses will be provided along with a water cooler with sanitising wipes available.

For any **AV Equipment** required for your meeting / conference, each hotel is in partnership with a high tech AV company that will be able to facilitate your needs such as audio visual, video conferencing and an enhanced high tech viewing and listening experience.

You will notice a number of **signs** around the hotel and conference area reminding guests to wash their hands regularly and to use the hand sanitiser provided around the hotel, conference areas and in meeting rooms. Where possible, it is recommended that the window in the meeting room is regularly opened to allow fresh air to flow.

**Sanitising wipes and gloves** are available in the meeting rooms for delegates to use. Paper tissues are available in all meeting rooms.

Our **food and beverage** department will operate a limited service in accordance with current food safety recommendations. Our restaurant and bar will remain closed until relevant government restrictions are lifted and safe to do so. Any food and beverage agreements must adhere to social distancing guidelines. The hotel will utilise any large indoor spaces, outdoor spaces, vacant meeting rooms and if closed, the restaurant for breakout areas and the serving of refreshments and lunch.

A buffet service will be avoided with alternatives available such as pre-packed meals that attendees pick up from fridges or multiple locations, or have the boxed meals already placed at their seats at the event. Tea and Coffee will be served by a team member using the relevant PPE in disposable cups with packaged snacks/biscuits. Any queues that form must be at a distance including at the dispensing machines where there will be sanitising wipes available.

Our hotels that facilitate **private dining, banqueting dinners and weddings** will operate on reduced capacity allowing for social distancing and adhering to any restrictions on maximum numbers. The hotel where possible, will utilise other areas as an overflow to the event including outdoor spaces with limited contact and reduced menu offered.

Whilst it is not ideal to limit the services we provide, we believe that it is crucial that we limit the interaction between our staff and guests and maintain the social distancing guidelines to provide a safe and comfy environment for your stay.

## Overnight Journey, what to expect

Your stay will be charged on your **check-in** and please note that we will not be accepting cash during this time, although we are accepting most major credit cards and debit cards. We request that the **stairs are used** as an alternative to the lifts which will be operating as per the hotel protocol. There are floor markings which point out where the stairs are located.

To provide a safe environment for our staff and guests, a few changes have been made to our services **during your stay**, which include; limited service to guest rooms with a housekeeping service provided after three nights or more, and our employees will not enter your room during your stay unless there is a health and safety concern. There will be a housekeeping pack left outside your room which will include fresh towels, tea, coffee, milk and sanitising wipes.

Our **food and beverage** department will operate a limited service in accordance with current food safety recommendations. Our restaurant and bar will remain closed until relevant government restrictions are lifted and safe to do so, however we will have pre-packed breakfast available daily delivered to your room and a contactless 24hr limited room service option.

When you will **check-out** there will be no payment taken as your stay will be charged at check-in. We have an express check-out box at reception where you can drop your key(s), alternatively you can leave the key(s) in your room. Please note that during this time we will not be offering luggage storage. We ask that should you have any queries regarding your stay or in need of any assistance, please contact reception via the phone in your bedroom and we will gladly assist.

Where **health clubs, pools and gyms** are available for guests, they will be open in accordance with government advice. Additional cleaning is in place with extra attention to changing rooms and high-touch areas, such as weight equipment, treadmills, handrails, yoga mats and exercise balls. To allow for social distancing, a booking system is in place with a limit on the number of guests permitted at any one time. There will be visible social distancing signage in all areas with hand sanitiser units available for guests use. We ask that guests shower with soap and water before entering the pool / spa facilities, washing hands or using hand sanitiser before using equipment, and coughing or sneezing into a tissue. All equipment must be cleaned after use with antibacterial wipes. Water coolers will have sanitising wipes available. Please wipe down the tap handle before and after use.

## Safe Team Protocol

Our employee safety starts even before they arrive to work with a focus on their travel to work, to keep safe and practice good hygiene. Temperature checking protocol for our staff on arrival to work has been implemented across our hotels.

Enhanced training programmes have been launched via GROW Online, our online employee training portal with focus on Covid-19 spread prevention, hygiene practices and advanced cleanliness standards throughout our hotels.

Our employees are encouraged to adhere by our hand sterilisation protocol by washing their hands at every opportunity and use the hand sanitising stations through the hotels back of house, taking note of social distancing guidelines when interacting with other employees. This practice extends into our employee's rest break in our canteens, changing rooms and offices.

## Advice to Guests and Employees

If you become ill during your stay or feel you may have been in close contact with someone with confirmed Coronavirus (COVID-19):

1. **Call reception immediately.** Our reception team will contact the Local Health Authorities on your behalf. If you call the Local Health Authorities yourself, please advise our reception team immediately
2. **Avoid contact** with other guests or employees
3. **A room or area will be provided** where someone who is feeling unwell or has symptoms can be safely isolated

## Recommendations

We all have a part to play to help prevent the spread of Covid-19. The World Health Organisation have provided a number of simple precautions that can be taken which include:

<b>HYGIENE</b>	Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water. Why? Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands  Avoid touching eyes, nose and mouth. Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and infect you
<b>SOCIAL DISTANCING</b>	Maintain at least 1 metre (3 feet) distance between yourself and others. Why? When someone coughs, sneezes, or speaks they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person has the disease
<b>KEEP INFORMED</b>	Keep up to date on the latest information from trusted sources, such as WHO or your local and national health authorities. Why? Local and national authorities are best placed to advise on what people in your area should be doing to protect themselves

## Government and Industry Guidance

Below are a number of links to resources available for our shareholders for best practice advice on staying safe, social distancing and hygiene measures.

<a href="#"><u>World Health Organisation: COVID-19 Information</u></a>	<a href="#"><u>Gov.ie Covid-19 Updates</u></a>	<a href="#"><u>Gov.uk Limiting spread of coronavirus (COVID-19) in business and workplaces</u></a>
<a href="#"><u>IBEC Employer Hub Covid-19</u></a>	<a href="#"><u>HSE (Ireland) Protect yourself and others from coronavirus</u></a>	<a href="#"><u>NHS NHS Covid-19</u></a>
<a href="#"><u>UK Hospitality Hospitality Support</u></a>	<a href="#"><u>Failte Ireland Covid-19 Support Hub</u></a>	<a href="#"><u>Visit Britain Covid-19 Advice for Businesses</u></a>

We are continuing to monitor the guidelines provided by both UK and Irish governments. We will continue to update the information on this page to ensure we keep our guests up to date with changes across the group.

If you have any queries, please email [meet@jurysinns.com](mailto:meet@jurysinns.com) or [meet@leonardohotels.co.uk](mailto:meet@leonardohotels.co.uk) and we will respond to you as soon as possible.

The team at Jurys Inn and Leonardo Hotels look forward to welcoming our guests to our hotels in the near future.



Jason Carruthers  
Managing Director, Jurys Inn & Leonardo Hotels UK and Ireland

**Stay Safe, Stay Happy**