



Latona Leisure  
G r o u p

# Standards for Operational Protocols during Covid-19



**This document is designated to provide information on measures being taken by our hotels taking up commercial activities again.**

**The document outlines a minimum set of standards we are setting in terms of Safety & Sanitation to protect the wellbeing of our guests, business partners and colleagues alike during the prevailing COVID-19 era. This document was prepared based on evidence currently available about COVID-19.**

**This document is valid for all hotels owned or managed by the Latona Leisure Group and our minimum expectations are being applied and maintained consistently until new guidelines from the Government and the World Health Organisation are published, and/or a vaccine is readily available in the market.**

### **General Guidance and FAQ's**

- 1. What should I do if I think I have Covid-19 and have a visit booked?** *We politely request that if you are displaying any symptoms of Covid-19 that you call us to postpone your visit.*
- 2. What will the Latona Leisure Group of hotels do if they think a visitor has Covid-19 whilst in the hotel?** *We have the right to refuse entry to the hotel and politely ask any guests or team members to leave who are showing signs of being unwell. We ask that if any visitor feels unwell that they postpone their visit and notify us.*
- 3. How do I check in to the hotel?** *Our warm welcome has changed very little, we have just made it safer, adding a protective screen, mapping out social distancing on the floor and completing any check-in administration where possible before you arrive to allow for a fast and reduced-contact experience. Please also note that we will only be accepting debit and credit cards for the foreseeable future, to avoid the handling of cash.*
- 4. How is the Latona Leisure Group of hotels ensuring social distancing is adhered to?** *All of our seating and spaces have been reconfigured where possible to ensure the current social distancing guidelines are adherence to.*
- 5. Will the Latona Leisure Group of hotels teams be able to assist me with my luggage on arrival and departure?** *We make every attempt to ensure the best possible experience for our guests. However, at this time and to ensure the safety of our guests and staff we are unable to assist with luggage. We apologise for any inconvenience this may cause.*
- 6. Is the Latona Leisure Group of hotels providing guests with additional sanitising facilities?** *Yes, we have set up hand sanitising stations throughout the hotel for you to use. We politely ask you use these when entering and moving around the hotel.*
- 7. Can I use the lifts during my visit?** *Yes you can. Signage has been put in place with guidance on usage of our lift. You are welcome to use the lifts and we'll ensure they are regularly sanitised. We ask that they are occupied by only one person at a time, or your family group.*
- 8. What measures are in place to ensure each bedroom is fully sanitised between guest?** *Every guest bedroom and en-suite will be fully sanitised before each stay and sealed to ensure no contamination occurs prior to your arrival. Our housekeeping teams have received further health and safety training and will wear the appropriate PPE at all times.*
- 9. Are your restaurants open?** *Yes they are and we have extended our dining spaces, making use of our events rooms and outside terraces, so we can offer you the same dining experience with the added safety measures. When you stay with us you can dine in your room or, where guidance and regulations permit, in the designated dining areas.*
- 10. Will your bars be open?** *To maintain the social distancing guidelines, we will not be offering drinks at the bar, instead we will offer a full table service throughout the hotel's bars, restaurants and lounges.*

11. **How will you ensure social distancing is maintained in your public bathrooms?** *We ask that guests who are staying with us use the bathrooms in their bedrooms.*
12. **What measures have you put in place with your staff to minimise the spread of Covid-19?** *All of our hotel teams have undergone comprehensive hospitality-focused training on how to prevent the contagion of Covid-19. All staff will be required to self-certify that they have not been in contact with anyone with Covid-19 symptoms. Any staff member who shows symptoms will be immediately sent home and will be required to self-isolate for 14 days prior to returning to work. Internal regulations have been introduced that require our staff to wear the appropriate PPE during their shifts and to wash their hands frequently.*
13. **Has the Latona Leisure Group of hotels undergone a Covid-19 Risk Assessment?** *Yes, each of our hotels has completed a Quality in Tourism Safe, Clean & Legal™ Risk Assessment for Hotels, which will be reviewed and updated on a regular basis in accordance with current guidelines.*
14. **What cleaning protocols has the Latona Leisure Group of hotels adopted?** *All of our hotels have adopted the Quality in Tourism Covid-19 Cleaning Protocols. A guide to these protocols can be found [here](#).*