

The Fitzwilliam Hotel Belfast

2020 Update + Health & Safety Protocols

THE *fitzwilliam* HOTEL
belfast

PLAN TO RE-OPEN:

July 3rd

SERVICES:

We anticipate most activities and services will be offered provided they are in compliance with the social distancing and other rules/regulations in effect upon reopening. For the time being, we will offer a limited bar service to the guest rooms and table side at dinner and meal periods. In line with government guidelines and the law the hotel bar will remain closed for a further period.

HEALTH & SAFETY PROTOCOLS:

Our number one priority is the health, safety and well-being of our customers and team.

We have updated our operating procedures in line with the World Health Organisation, GOV.UK and NIHF (Northern Ireland Hotel Federation) recommendations.

Reception:

- Guests will be asked to confirm that they have not exhibited any signs of Covid-19 in the previous 14 days. Unfortunately if they have, we will not be able to accommodate them. On arrival at reception, all guests will be required to sanitise their hands and may also be temperature checked. If the temperature is above 38C, unfortunately it is unlikely that they will be able to stay with us.
- We will have reduced contact at check in, sanitisation stations, social distancing markers and signage clearly displayed, additional cleaning of high touch surfaces, and paperless check out. Cash payments will not be accepted.
- Valet Parking is unavailable for the initial reopening period in order to protect our associates and guests. We are providing self-parking on a reservation basis in the Hotel Car Park.

Public Areas:

- Sanitisation stations, additional cleaning of high touch surfaces, social distancing markers and signage clearly displayed. We will increase the frequency of our cleaning, with special attention on high touch areas such as surfaces, elevator buttons, door handles, and public bathrooms.
- Please take notice of the relevant signage advising maximum occupancy in the lifts and WCs for your own convenience and safety.

Bedrooms:

- Rest assured our guest rooms are receiving an in depth clean between stays. There is now a

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72 hour fallow period between stays and the added sanitising effect of our electrostatic deep clean regimen to ensure the guest rooms are safe and spotlessly clean.

- You will notice that we have had to take away some the usual favourites, cushions and similar high touch items focusing on the fundamentals of cleanliness and safety first. Our mini bars are now replaced with an in room beverage service along with our 24 room service offering.
- Housekeeping service will be on request during your stay to ensure you have peace of mind and privacy assured. All the usual five star amenities and services will now be offered during pre-stay and arrival engagement for you to choose from. For your added convenience we have added the use of digital technology (Suite pads) to replace our printed collateral to keep you up to date and informed of all aspects of the Hotels services.

Food & Beverage:

- We will temporarily remove our traditional buffet breakfast and replace it with a la carte breakfast service with some 'grab and go' convenience for added choice. In room dining is also an option, offering you the privacy and comfort of your own guest room.
- Dinner will be served daily, available in the Hotel restaurant and also in room dining.
- Please note than menus and service periods may be slightly more limited than usual with fewer dishes than normal. This is so that the menu can be produced in a safe manner in the kitchen and delivered by a limited number of team members to ensure that everyone is kept safe. We will continually monitor our food and beverage service in accordance with food safety recommendations.
- Our initial opening will be with limited bar service to the guest rooms and table side at dinner and meal periods. In line with government guidelines and the law the hotel bar will remain closed for a further period.

Gym:

- Our gym will only be accessed by one guest at any one time, and all equipment will be thoroughly deep-cleaned and sanitised before another guest can access the facilities. We will display 'last-cleaned' signage to show regular cleaning. .
- We will continue to closely monitor the official guidance given by the World Health Organisation and the guidelines from the Public Health Department NI.

GOOD TO KNOW:

We have always maintained a rigorous cleaning programme and will implement even stricter procedures to ensure the health, safety and well-being of everyone on property - both staff and guests. We want to ensure that everyone has confidence, reassurance, and peace of mind when they stay with us.