



REST ASSURED PROGRAMME



MESSAGE FROM THE CEO

Together, we continue to face extraordinary circumstances. The global coronavirus pandemic has affected all of our families, our businesses, our communities, and our way of life. At this time, I would like to update you on how we are approaching the situation at The Doyle Collection.

First and foremost, our thoughts are with our guests and team members who may have been impacted, either directly or indirectly, by the virus.

Secondly, we would like to acknowledge the loyalty of our colleagues who have been affected by our temporary closures and the commitment of those caretaking our hotels and diligently working towards our re-opening.

Importantly, we recognise with great pride, the inspiring sense of community and many acts of generosity shown by our team members in support of frontline workers and deserving charities within our three jurisdictions.

Whilst The Doyle Collection has always maintained strict protocols to safeguard the health and wellbeing of guests and team members, the Covid-19 pandemic necessitated the creation of additional protocols regarding cleaning, sanitisation, disinfection and food service.

Our Rest Assured Programme was developed in accordance with Government and Health Authority advice in each of our jurisdictions and with reference to guidance provided by The World Health Organization. The programme has been officially reviewed and certified by the internationally recognised Bureau Veritas.

This document sets out the wide-ranging measures of the Rest Assured Programme; that safeguards the wellbeing of guests and team members, and our proud commitment to delivering the best guest experience possible

Finally, I would like to thank you for your continued loyalty to The Doyle Collection.

We hope to welcome you to one of our hotels soon again.

Pat King
Chief Executive Officer
The Doyle Collection

INTRODUCTION TO OUR REST ASSURED PROGRAMME



The Doyle Collection has devised and implemented a comprehensive suite of controls to manage the risk associated with Covid-19.

These control measures apply to every facet of our business - from cleaning and hygiene to food service and supplier management. These measures are grouped under the following headline categories.

BEFORE YOUR ARRIVAL	1.1	Communication
	1.2	Supplier Relationship Management
YOUR ARRIVAL	2.1	Screening
	2.2	Technology Innovation
	2.3	Social Distancing and Physical Management Measures
YOUR STAY	3.1	Hygiene, Disinfection and Prevention
	3.2	Management and Oversight
	3.3	HVAC and Air Quality
OUR TEAM	4.1	Training and Incident Response
	4.2	Employee Welfare
CONFIDENCE ASSURED	5.1	Verification
	5.2	Monitoring and Review

1. BEFORE YOUR ARRIVAL



1.1 COMMUNICATIONS

Our Rest Assured Programme means you can enjoy your stay in total confidence. The protocols we have implemented for your safety, ensure you will continue to enjoy the warmest of welcomes. Further information and guidance regarding protocols will always be available from our team members, who will always be happy to assist. In addition, pre-arrival communications, clear in-house signage and online guest information will ensure your stay is as comfortable as possible.

1.2 SUPPLIER RELATIONSHIP MANAGEMENT

Whilst our procedures deal with issues that may arise within the property, we have taken the additional step of undertaking an assessment of our suppliers' own Covid-19 procedures to make certain they reflect the standards we require.

We have introduced systems at our hotels dealing with deliveries, packaging, personal contact points and other supplier activities in order to minimise on-site presence and dwell time.



2. YOUR ARRIVAL

2.1 SCREENING

Team members are required to complete a Health Declaration and undergo daily temperature monitoring.

A team member whose temperature falls outside the mandated parameter, is not permitted entry to the hotel and will be asked to follow local Health Authority isolation guidelines.

As commenced in March 2020, we operate a system whereby we track team member travel movements. Where required, Guests may be obliged to participate in a screening programme by completing a Health Declaration Form and having their temperature taken on arrival.

2.2 TECHNOLOGY INNOVATION

Technological solutions facilitate the elimination of key contact points during the guest journey.

Printed newspapers and magazines are no longer available in guest rooms and public spaces. Instead and with our compliments, they are available on guest personal devices via the GoldKey app.

Menus are accessible on personal devices via QR Codes, which may be scanned on entry to our hotels and within outlets and guest rooms. Guest Service Directories and other useful information are also accessible on personal devices via QR code technology.

Contactless payment methods are available at hotels and outlets. This service will be enhanced as new solutions become available.

Additional technological innovations, including automated check-in has been introduced.

2.3 SOCIAL DISTANCING AND PHYSICAL MANAGEMENT MEASURES

Dedicated Rest Assured Guardians are constantly on hand to guide and assist all guests with the protocols and to guarantee the comfort and protection of all.

Meticulous re-arrangement of public spaces including lobbies, restaurants and guest facilities ensure appropriate social and physical distancing - in line with safety and regulatory requirements. Interval distancing in line with local governmental guidelines are clearly marked in all public areas including the front desk, lift lobbies, restaurant entrances, restrooms, gymnasiums, etc.

Tables in our restaurants and bars are set at the distance recommended by national authorities.

Hotel entrance & exit points are minimised in order to manage the flow of persons into the hotel and to safeguard the success of screening and distancing measures.

*Please note that all fire exits remain operable at all times.

Queue management measures are implemented to facilitate safe and efficient access to all hotel facilities.

Hand sanitiser is available at all entrances and exits and at appropriate points throughout our properties such as front desk, lift lobbies, restaurants, bars, public areas, meeting rooms, gyms, restrooms and throughout our back-of-house team areas.

A simple "one-way" system operates at all hotels and outlets, providing clarity for guests.

Guests are invited to walk on the left hand side of bedroom corridors to avoid inadvertent contact.



3. YOUR STAY

3.1 HYGIENE, DISINFECTION AND PREVENTION

Our first set of Covid-19 hygiene policies was introduced in January 2020. These have been continually refreshed and enhanced to provide an augmented hygiene and disinfection policy.

Only disinfectant products with demonstrable efficacy against Covid-19 are used across all spaces within the hotels and outlets.

A comprehensive list of contact points that map the guest journey from arrival to departure are regularly disinfected including door handles, push door plates, banisters/ balustrades, railings, Front Desk, pens, tables/chairs, telephones, lift buttons, toilet flushers, taps, toilet cubicle door locks, toilet roll dispenser, soap dispenser, baby changing table, etc.

Our public area cleaning teams, which include dedicated Covid-19 cleaning personnel, provide round-the-clock cleaning and disinfection of all contact points and with increased frequency during peak times.

Guest Rooms continue to undergo thorough cleaning and disinfection regimes with the addition of targeted disinfection of all touchpoints within the guest room and bathroom, including tables, chairs, telephones, light switches and lamps, AC controls, TV remote controls, in-room safe keypads, hairdryers, irons, kettles, etc.



Once cleaned and sanitised, guest rooms are closed and sealed with a hygiene label. No person may enter the room before the arrival of the next guest.

Team members continue to adhere to the personal hygiene protocols contained in our Covid-19 policy, including mandated regular handwashing and sanitisation requirements.

3.2 MANAGEMENT AND OVERSIGHT

Management at each hotel are supported by the addition of two new on-site resources:

REST ASSURED MANAGER
Responsibility for the implementation and full execution of the Covid-19 Hygiene Policy at the hotel.

REST ASSURED GUARDIAN
Day-to-day responsibility for ensuring that procedures contained in our Covid-19 Hygiene

Policy are being implemented to the required standard across all shifts.

Policies continue to be administered and updated by The Risk Management Team at our Corporate Head Office.

Covid-19 is a standing agenda item at all hotel team meetings, with developments and updates communicated daily.

3.3 HVAC AND AIR QUALITY

Our Air Quality systems is monitored and maintained based on risk that complies with current international standard best-practice advice. This includes the regular changing of filters and deep-clean operations, to ensure the highest quality of fresh air.

In the event that there is a confirmed case of Covid-19 amongst our guests, our Team members have been trained to efficiently implement strict routines to manage any infection risk.

Such measures include; The safe isolation and management of the ill guest while at the hotel and communicating as necessary with local Health Authorities

Facilitating the transfer of the guest and his/her personal effects from the hotel specially tailored measures governing the disinfection of rooms, linens and other contact points.



4. OUR TEAM



4.1 TRAINING AND INCIDENT RESPONSE

Team members will be prepared to efficiently implement strict routines to manage infection risk in the event that there is a confirmed case of Covid-19 amongst our guests.

Such measures include;
The safe isolation and management of the ill guest while at the hotel
Communication as necessary with the local Health Authorities
Facilitating the transfer of the guest and their personal effects from the hotel
Disinfection, hygiene and sanitisation.

Our procedures include specially tailored actions governing the disinfection of rooms, linens and other contact points at our hotels.

4.2 EMPLOYEE WELFARE

The Doyle Collection's long-standing record of excellence regarding employee health and safety has been enhanced in response to the risks associated with Covid-19.

Such measures include the provision of PPE and the implementation of Hygiene, Social Distancing and Screening policies back of house and front of house.



5. CONFIDENCE ASSURED



5.1 VERIFICATION

Our Covid-19 Policies and Procedures have been independently assessed and certified by the internationally renowned Bureau Veritas, taking into account the most recent WHO, OSHA, ILO, Government, Health Authority and Health and Safety Authority advice in each of our jurisdictions.

5.2 MONITORING AND REVIEW

Risk and Health and Safety Audits are carried out by our Risk Management Team as well as independent audits by Bureau Veritas and Leading Quality Assurance (LQA).

We periodically review our procedures and protocols and adapt them as appropriate.

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