



Covid19 Operational Guidelines

Working to keep our staff, clients and guests safe

Wallace Travel Group COVID-19 protocol and operational guidelines

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Wallace Travel Group protocols

- All management and staff members are up to date with the latest general COVID- 19 requirements that apply to the industry
- COVID-19 Work Safety Protocol in place which details the company arrangements for managing COVID-19 and copies are given to all staff
- Workplace is set up to maintain Social Distance of 2m, unless working from home arrangements are in place (currently all Wallace Travel Group management and staff are working from home)
- Where social distancing cannot be maintained, appropriate controls are implemented by the use of PPE +/-or protective screening are in place
- The use of work vehicle has been reviewed to ensure appropriate social distancing arrangements, and this is communicated to the staff
- For client interaction, all appropriate arrangements are in place (social distancing arrangements, limited numbers in the meeting room, ie at the pre con)
- For client interaction, Wallace Travel Group will provide the necessary information on meeting arrangement in advance
- For contractors and suppliers, Wallace Travel Group will have arrangements in place to validate their COVID-19 compliance and inform them of our COVID -19 arrangements
- Office/ home hygiene stations are in place and practiced at all times as required. Alternative PPE as masks are used when in public places and transport
- Where masks are used as part of the work process, appropriate training is given to the staff
- COVID-19 Lead Compliance Officer(s) is/are trained and in place. They are responsible for ensuring that the COVID-19 arrangements are implemented
- COVID-19 Emergency measures and procedures are in place
- Hand hygiene training for all staff is in place to ensure they are aware of the correct process for sanitising their hands using soap & water or hand gel
- Log in place to assist HSE with contact tracing to establish if individuals were exposed to individuals with or suspected of having COVID-19

General COVID-19 Travel Advisory to/from the Republic of Ireland in Operation (as of 27th May 2019)

Avoid non-essential travel until further notice:

The Irish Authorities advise against all non-essential travel overseas until further notice. This includes Great Britain but does not apply to Northern Ireland. It also includes all travel by cruise ship.

What to do on entering Ireland from abroad:

The Irish Authorities require anyone coming into Ireland, apart from Northern Ireland, to self-isolate for 14 days. Passengers arriving to Ireland from overseas are obliged to complete a mandatory **Public Health Passenger Locator Form** and to submit it to the relevant authority at their port of entry. This includes Irish residents. Exemptions are in place for providers of essential supply chain services such as hauliers, pilots and maritime staff. Check the Irish Government Advice Page for full information on these requirements.

Where to go for more information:

We continue to make updates to our online travel advice for over 200 countries and recommend that you download our **TravelWise App** and follow us on **Twitter**. If abroad you should register with your local Irish Embassy or Consulate and regularly check their website and Twitter accounts for details of any local public health measures and travel restrictions.

Shannon, Cork and Dublin International Airports COVID-19 restrictions and rules (as of the 11th June 2020)

Face Masks/Face Coverings

All passengers are being strongly urged to wearing face masks or face coverings at all times when inside airport buildings, car park shuttle buses. Children under the age of 13 and passengers who have a valid medical reason will be exempt from wearing a masks in line with the government guidelines.

Face mask vending machines are being installed at the airport.

Limited Entry to Terminals

Only passengers can enter the terminal building. Those meeting an arriving passenger or seeing someone off have been urged to not enter the terminals.

Hygiene

Multiple hand sanitising stations have been installed throughout Dublin Airport.

Social Distancing

Dublin Airport has installed floor graphics and signs throughout the airport to remind passengers the importance of physical distancing.

There will also be public service announcements reminding passengers to observe the physical distancing guidelines set out by the Department of Health.

Socially distances seating is in place in areas such as boarding gates and food outlets with certain seats blocked off.

Cleaning

Regular deep cleaning and disinfection systems are in place.

All key contact surfaces such as security trays, self-service kiosks, escalator handrails, and trolleys will be cleaned regularly.

Modern electrostatic disinfection techniques are being used in many areas.

Electrostatic cleaning uses a special spray which is electrically charged, and this enables the sanitisers and disinfectants in the spray to wrap around and evenly coat all types of surfaces for a much more complete and longer lasting clean.

Protective Screens

Plexiglass screens are being installed at check-in, security screening, retail and food & beverage outlets, customer service desks, boarding gates, and customs.

Car Parking

Passengers have been recommended to pre-book car parking online in advance. Contactless pay machines are located in all car parks with a limit of €99.

Wallace Travel Group Guidelines: Guides, Tour Managers, Hosts/esses

- All our guides, tour managers and hosts/esses are qualified and certified according to Irish Tourism Board and Approved Irish Guides of Ireland Association
- All our guides, tour managers and hosts/esses have completed relevant Covid-19 Safety Charter course required to continue working in the industry
- Relevant PPE is provided by DMC to all guides as required (face masks, sanitisers). Guides will avoid shaking hands or any other physical contact with clients and will apply rigorous hygiene practices, including thoroughly cleaning and waiting for hands to dry before guiding, and use a personal hand sanitiser when this is not possible.
- Guides/ tour managers/ hosts/esses are fully briefed and signed off by DMC program managers prior a tour, a conference or an event and a personal pack is given to include: PPE, program documentation, participant list provided by the client in advance, log lists for each group tour, event, activity (including lunch or dinner booking)
- Safety briefing on coach is given to the groups each time prior the tour or any other transfer and repeated in a relaxed manner during the day as required (information to be provided by DMC according to current government statements on Covid-19 safety in Ireland) The briefing is to include information on what to do should a guest becomes unwell
- All guides, tour managers and hosts/esses are required to comply with other suppliers rules and procedures related to Covid-19 health and safety
- Guides will ensure they are familiar with the most up-to-date public health guidelines and will adhere to these for the duration of the tour.
- Guides know the towns and cities where they lead tours intricately. Guides will be familiar with more crowded areas and will make best efforts to negotiate them, or if appropriate, avoid them.
- Airport meet and greet in the Arrivals Hall will be conducted according to current government regulations and procedures (see Airport rules and restrictions section)
- An adequate distance (currently 2mtrs) is required to be maintained between the guides and the clients
- DMC to provide all relevant signage on Covid-19 safety for the transport (unless the transport company provides), conference facilities, hospitality desks
- DMC is to encourage paperless/ contactless communication between the guides/ tour managers/ hosts/esses
- DMC to provide all relevant safety information on Covid-19 to the client in advance and ensure the most recent government updates are passed on.

Fáilte Ireland Guidelines TBC

Wallace Travel Group and Fáilte Ireland Guidelines: Hotels and Guesthouses

- DMC will provide and share the working document / operational outline with the hotel in order to maintain the smooth flow of the client's itinerary day to day (to include rooming lists, arrival and departure times, lunch, dinner, meeting times, room drops, offsite dinners and excursions etc)
- DMC will provide necessary contact details for group's arrival (ie guides and drivers contact details will be shared with the Front desk teams)
- Hotels will require at least 1 hour notice prior group's arrival to allow staff to prepare
- Luggage to be removed from the coach by the driver, prior to being transferred by hotel porters who will use PPE and pre-sanitised luggage trolleys (please note this procedure depends on a hotel, some hotels might not be able to provide portering)
- Group room keys: can be given to the tour guide/ group leader to be distributed on coach upon arrival (sterilised and in individual envelopes)
- Face coverings: Irish Government recommends to wear face coverings/ face masks where social distancing is difficult / not possible
- In most hotels, only 1 person will be allowed to use the lift (unless from the same household) and the hotel will encourage room allocation on the lower levels/floors, so the guests can use stairs where possible
- Reception: hotels will have protective screens and hand sanitizers in the reception area. Floor markings will encourage the guests to have an appropriate distance between each other

- Enhanced touch point cleaning procedures are to be introduced in public areas and bedrooms
- Hotels will encourage contactless payments in all areas
- Hotel bars and restaurants are to establish practical and effective measures to enable physical distancing
- All Hotels are to have a designated Covid-19 Safety Compliance Officer, a member of staff on duty at all times, who will provide any information and assistance should the guests feel they need it
- All Hotels are to comply with “Failte Ireland Safety Mark”
- All Hotel staff to complete a Covid-19 dedicated training program
- Breakfasts, Lunches and Dinners: under current government guidelines, hotels have changed the buffet breakfasts to table service
- Bedrooms: extra attention to high touch surfaces, fogging procedures are in place. Some hotels will not be providing a Stay Over room cleaning on daily basis, however this service will be on request
- Isolation area will be provided (if possible) for a guest showing Covid-19 symptoms

Wallace Travel Group advises the client to check their hotel’s website for more information and established procedures to avoid any confusion upon arrival and will assist with assessment if necessary.

For more and detailed information on Hotels and Guesthouses Operational Guidelines please go to:

<https://failtecdn.azureedge.net/failteireland/Guidelines-for-Re-opening-Hotels-and-Guesthouses.pdf>

Wallace Travel Group and Fáilte Ireland Guidelines: Transportation

- Physical distancing must take place in the vehicle (currently 2mts distancing, this rule does not apply to the guests from the same household)
- Numbers per coach will be significantly reduced
- Coaches and cars are cleaned and disinfected prior group’s boarding (fogging)
- Hand sanitizers to be provided on board
- All relevant signage to be provided (ie seats that are not in use to be crossed)
- Keep the windows open for additional ventilation where possible
- Vehicle doors: only the driver can open and close the vehicle doors
- Before and after each trip: additional cleaning on high touch points will be taking place
- Waste bags to be provided on coach for sanitary wipes
- All drivers are to complete a dedicated Covid-19 safety program
- Luggage handling: drivers dealing with luggage must use sanitizers after loading and unloading luggage
- Air conditioner filters are to be replaced regularly according to manufacture standards
- Water transportation: additional cleaning on high touch points to be provided between the trips and physical distancing to be maintained

Fáilte Ireland Guidelines TBC

Wallace Travel Group and Fáilte Ireland Guidelines: visitor attractions

- DMC will communicate and provide group’s information on booking arrival and departure times, size of the group, special requirements and relevant contact information
- All visitor attractions will provide and regularly review all Covid-19 related signage and notices throughout the premises
- All staff will complete a Covid-19 dedicated training program
- Face coverings: Irish Government currently recommends the use of face coverings/masks during your visit of an attraction. This applies to staff and management of the attraction
- Visitors will be advised to maintain 2mtr distance from other groups of people who are not from the same household
- Hand sanitizers to be provided throughout

- Queuing: any area where the visitors are queuing is clearly marked and managed by the staff
- Audio tours: as the audio sets used on tours can cause contamination, the attractions are encouraged to provide an audio app the visitors can download on their phones and listen on tour
- Attractions will minimize the numbers per slot (please check individual attraction)
- Isolation area will be provided (if possible) for a guest showing Covid-19 symptoms

Wallace Travel Group advises the client to check the visitor attraction website for more information and established procedures to avoid any confusion upon arrival and will assist with assessment if necessary.

For more and detailed information on Visitor Attraction Operational Guidelines please go to:

<https://failtecdn.azureedge.net/failteireland/Guidelines-for-Re-opening-Visitor-Attractions.pdf>

Wallace Travel Group and Fáilte Ireland Guidelines: Restaurants and Cafes

- DMC will communicate and provide group's information on booking arrival and departure times, size of the group, special requirements and relevant contact information, in accordance with GDPR regulations
- All restaurants/cafes will provide and regularly review all Covid-19 related signage and notices throughout the premises
- All staff will complete a Covid-19 dedicated training program
- Face coverings: Irish Government recommends to wear face coverings/ face masks where social distancing is difficult / not possible
- Table floor plans to be adapted to comply with current government physical distancing requirements
- Restaurants will limit group sizes and will require pre-booked dinner times. Please note dinner times are currently limited to 105 minutes maximum per group
- Menus must be single use or made of a material that can easily be cleaned after each use. Electronic menus, phone apps and menu boards are an alternative option
- Hand sanitizers to be provided throughout
- Isolation area will be provided (if possible) for a guest showing Covid-19 symptoms
- Queuing: any area where the guests are queuing (group's arrival to the restaurant) is clearly marked and managed by the staff
- PPE: staff is required to wear PPE while handling food and providing cleaning service
- Contactless payment is encouraged where possible

Wallace Travel Group advises the client to check restaurants and cafes websites for more information and established procedures to avoid any confusion upon arrival and will assist with assessment if necessary.

For more and detailed information on Restaurants and Cafes Operational Guidelines please go to:

<https://failtecdn.azureedge.net/failteireland/Guidelines-for-Re-opening-Restaurants-and-Cafes.pdf>

Wallace Travel Group and Fáilte Ireland Guidelines: Activity Providers

- DMC will communicate and provide group's information on booking arrival and departure times, size of the group, special requirements and relevant contact information, in accordance with GDPR regulations
- All Activity Providers will supply and regularly review all Covid-19 related signage and notices throughout the premises or outdoors where required
- All staff will complete a Covid-19 dedicated training program
- Face coverings: Irish Government currently recommends the use of face coverings/masks during your activity, this also applies to staff providing the services

- Visitors will be advised to maintain 2mtr distance from other groups of people who are not from the same household
- Hand sanitizers to be provided throughout
- Queuing: any area where the guests are queuing is clearly marked and managed by the staff
- Isolation area will be provided (if possible) for a guest showing Covid-19 symptoms
- Activity providers will be required to restructure and redesign their activities to minimize spread of Covid-19
- PPE: activity provider staff to wear all appropriate PPE
- Cleaning procedures are set in place and maintained to minimize spread of Covid-19
- Digital briefing is provided at the time of the booking, DMC will share it with the client in advance

Wallace Travel Group advises the client to check an activity provider website for more information and established procedures to avoid any confusion upon arrival and will assist with assessment if necessary.

For more and detailed information on Activity Provider Operational Guidelines please go to:

<https://failtecdn.azureedge.net/failteireland/Guidelines-for-Re-opening-Activity-Providers.pdf>

Wallace Travel Group and Fáilte Ireland Guidelines: Pubs

- DMC will communicate and provide group's information on booking arrival and departure times, size of the group, special requirements and relevant contact information, in accordance with GDPR regulations
- All restaurants/cafes will provide and regularly review all Covid-19 related signage and notices throughout the premises
- All staff will complete a Covid-19 dedicated training program
- Face coverings: Irish Government recommends to wear face coverings/ face masks where social distancing is difficult / not possible
- Table floor plans to be adapted to comply with current government physical distancing requirements (currently 2 meters and minimum 1 meter between tables in controlled environment)
- Pubs will limit group sizes and will require pre-booked group slots. Please note dinner times are currently limited to 105 minutes maximum per group
- Hand sanitizers to be provided throughout
- Menus must be single use or made of a material that can easily be cleaned after each use. Electronic menus, phone apps and menu boards are an alternative option
- Isolation area will be provided (if possible) for a guest showing Covid-19 symptoms
- Queuing: any area where the guests are queuing (group's arrival to the restaurant) is clearly marked and managed by the staff
- PPE: staff is required to wear PPE while handling food and providing cleaning service
- Contactless payment is encouraged where possible
- Businesses do not have to keep records of every person in a party, they will be required to have the name and contact details of one person in each party e.g. the person who books the table. That person should be advised to keep a record of who is in their party in case it is required for contact tracing in the future.

Wallace Travel Group advises the client to check pubs websites for more information and established procedures to avoid any confusion upon arrival and will assist with assessment if necessary.

For more and detailed information on Pubs Operational Guidelines please go to:

<https://failtecdn.azureedge.net/failteireland/Guidelines-for-Re-opening-Pubs.pdf>