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Note:
This is a living document which means as Government restrictions and Public Health guidelines evolve, this document will also evolve to reflect new Government advice and changes to protocols when they emerge. All sectoral guidelines have been developed in line with the Government’s Roadmap for Reopening Society and Business and the Return to Work Safely Protocol, based on the latest health guidance available from the Department of Health and the HSE. The links to latest guidelines will be included throughout the document.

Disclaimer

The information contained within these operational re-opening guidelines can change from time to time, it must not by itself be relied upon in determining obligations or other decisions. Users of this document must independently verify any information on which they wish to rely. It is expected that all business owners and management will have familiarised themselves with the Return to Work Safely Protocol prior to re-opening and implemented all relevant requirements.

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1. **Introduction: Meeting & Overcoming the COVID-19 Challenge**

**COVID-19** is an unprecedented challenge for the tourism sector.

Before re-opening, businesses will need to review how they work and employ new practices and procedures to ensure everyone stays safe. As a result, Fáilte Ireland, in consultation with Sectoral Bodies, has developed operational guidelines in line with the Health and Safety Authority (HSA) and the Health Service Executive (HSE).

As part of this, Fáilte Ireland has created this set of specific guidelines in consultation with Ireland’s Association for Visitor Attractions (AVEA) to help you prepare to re-open. You can be reassured that these recommendations are underpinned by advice made available from the HSA, HSE, World Health Organisation (WHO) and other relevant bodies.

The National Protocol has been developed under the aegis of the Safety Health and Welfare Act 2005. The Health and Safety Authority (HSA) is the compliance body and has full powers as set out in this legislation designated in relation to the implementation of the National Protocol. Non-compliance can result in the closure of a business.

The guidelines were developed based on the following considerations:

- **Restructuring operations**
  Tourism businesses of all types need to adapt their operations, review employee practices and consider the design of their business to ensure physical distancing and the prevention of the spread of COVID-19.

- **Putting dedicated resources in place**
  Tourism businesses must ensure that they have dedicated personnel to implement and operate a robust system that prevents the spread of COVID-19. Equally importantly, businesses need to put processes in place that can deal with individual and multiple cases of the disease that may occur.

- **Adapting and enhancing hygiene practices**
  Tourism businesses must adapt and implement enhanced procedures in general cleaning, storage and cleaning of equipment. In particular, they must introduce and implement touchless solutions where possible.

- **Focusing on best practice in food and beverage service**
  Tourism businesses must follow service and physical distancing to promote the health of employees and customers.

- **Food Safety and COVID-19 Safety**
  There are no reports of transmission of COVID-19 via food. The main mode of transmission is from person to person. Food business operators must continue to apply their food safety management systems, based on the principles of HACCP (References to HACCP in this guidance is for the purposes of food safety and not the prevention of COVID-19).

  In addition, food business operators will be required to introduce COVID-19 safety management systems in the form of enhanced hygiene, cleaning and disinfection, staff training and health checks, as well as physical distancing. This is to protect against the transmission of the virus to or between employees, customers and other people who enter their premises. Any COVID-19 precautions must not compromise food safety.

  For advice and information on food safety during COVID-19 and for food businesses re-opening, the Food Safety Authority of Ireland (FSAI) website is a useful resource which is regularly updated [HERE](#).

- **The physical distancing measures outlined in these guidelines are applicable between people from different households. Physical distancing of 2 metres* does not apply to members of the same household.**

These Guidelines have been created in line with the Government’s Roadmap for Reopening Society and Business. This is a document that will evolve in line with the roadmap, taking into account any changes to the restrictions or physical distancing.

While we have attempted to cover all relevant issues, you must bear in mind that this is a non-exhaustive document and it may not cover all situations you may encounter. As circumstances change, any procedures you implement must be monitored to ensure they remain up-to-date and in line with international best practice guidance and to the Government’s Public Health advice.

For further information on travel advice for international visitors view the Government’s COVID-19 Travel Advice [HERE](#).

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.
2. Business Response/Action Plan

Creating an Action Plan will help to clarify what is required to overcome the threat of COVID-19 and give your employees and visitors confidence that they are safe.

In developing an Action Plan, the first step that the attraction's management must take is to familiarise themselves with the latest guidelines from the following sources:

- Health Services Executive (HSE)
- Health and Safety Authority (HSA)
- Irish Government Departments
- World Health Organisation (WHO).

Information from these sources must help to shape your plan of action. You must also:

- **Complete a risk assessment** to identify what operational changes you need to make in your business.
- **Review of all standard operating procedures (SOPs)** to define and note what you are changing.
- **Create a communication plan** to inform employees and visitors of what you are changing, what you need them to do and how you expect everyone to act and behave.
- **The HSA provides** templates, checklists and advice on the Return to Work Safely Protocols. Please see HERE for more information.
- **For advice on safe working practices** in food preparation, food & beverage service and general best practice. Please see HERE for more information.

The plan must reassure employees and visitors that safeguarding their health and safety is of the utmost importance. It must also ensure that your operations continue to run in an efficient and safe manner.

A link for the HSA Templates and Checklists can be found HERE.

You must review the plan regularly and amend it as new regulations, guidelines and procedures come into force. Experience and feedback will inform how appropriate and effective the plan is.

A link for the HSA Templates and Checklists can be found HERE.

For further information on the development of your Action Plan, see HERE.

### Monitoring and Supporting

A COVID-19 Response Team/Coordinator must be appointed to ensure new procedures are adhered to. Adherence to this protocol will only be achieved if employers and workers have a shared responsibility to implement the measures contained in this protocol in their place of work. A collaborative approach to the implementation of the protocol is essential to achieve success and maximum buy in.

Each workplace should appoint at least one lead worker representative charged with ensuring that COVID-19 measures are strictly adhered to in their workplace. The person(s) undertaking the role must receive the necessary training and have a structured framework to follow within the organisation to be effective in preventing the spread of the virus. Employers should have regular and meaningful engagement with their worker representative, workers and/or their recognised Trade Union or other representative (including health and safety committee where it exists) about the measures being put in place to address the occupational exposure to COVID-19 in the workplace. Employers should provide COVID-19 induction training for all workers on their return.

The number of worker representatives for COVID-19 appointed should, ideally, be proportionate to the number of workers in the workplace and this person(s) should be clearly identifiable in the workplace. Employers and worker representatives will work together to ensure that all the actions in this protocol are fully adhered to in order to ensure the suppression of COVID-19 in the workplace.

Section E of the National Protocol sets out the steps for employers and workers to reduce the risk of exposure to COVID-19.

These provisions include:

- Consulting with the workplace representatives in the development of a COVID-19 response plan.
- Developing/Amending policies and procedures for prompt identification and isolation of workers who may have symptoms of COVID-19.
- Developing, consulting, communicating and implementing workplace changes or policies. Specific reference is made to agreeing with workers any temporary restructuring of work patterns that may be required to implement the COVID-19 prevention measures in the workplace. There is also provision for the lead worker representative to be involved in communicating the health advice around COVID-19 in the workplace.

A link for the HSA Templates and Checklists can be found HERE.
Policies & Processes

Management needs to review all business policies and standard operating procedures across each department to reflect operational changes. In particular, this means:

■ Defining and documenting a clear plan of action in the event of a suspected case of COVID-19 among visitors and/or employees.
■ Defining and documenting the correct and appropriate use of Personal Protective Equipment (PPE) where required. This must be in line with the Government Public Health advice.
■ Developing/updating current policy for the care of employee uniforms to ensure they are clear on the standards of appearance/dress expected while at work.
■ Reviewing and updating cancellation and refund policies in line with business requirements.

Communication

■ You must share the plan with all employees prior to them returning to work. If it’s updated at any time, you must make sure everyone knows what has changed.
■ Giving guidelines to employees on how they must provide the action plan to visitors will ensure everyone receives the same message and there is no inconsistency.
■ Ensure an up-to-date list of the contact information of all employees, including emergency telephone numbers, is always readily available across all areas of the business.
■ Regularly review all COVID-19 related signage and notices throughout the premises to ensure they display the latest Government recommendations. Signs must be placed in prominent and relevant positions, be legible and be offered in multiple languages.

Training

The management must inform all employees of the measures being adopted to manage the threat of COVID-19. Use the most appropriate training channels to do this and ensure that employees are aware that they must not attend work if they are displaying any symptoms of COVID-19 such as coughing, shortness of breath or high temperature.

There is an obligation on employers to ensure that employees are aware that they must not attend work if they have symptoms. This is essential to ensure that the virus does not spread.

You must organise information briefings that cover all the basic protective measures against COVID-19 and the signs and symptoms of the disease. For specific procedures, training will be required and this must be tailored to your business. However, in general you must consider training employees in relation to:

■ Hand and respiratory hygiene and physical distancing measures
■ Correct use of PPE
■ Cleaning/disinfection regimes (incorporating front and back office areas if relevant)
■ Employee health and what to do if feeling unwell
■ Unwell visitors/dealing with suspected cases/liaising with authorities

Please see HERE for more information

Cleaning & Frequency

■ Ensure contact/touch surfaces such as table tops, work equipment, door handles and handrails are visibly clean at all times and are cleaned and disinfected at least twice daily.
■ Implement modified cleaning intervals for rooms and work areas. This applies especially for washroom facilities and communal spaces. Cleaning must be performed at least twice daily and whenever facilities are visibly dirty.

Cleaning of work areas must be conducted at regular intervals. Further information on cleaning in non-healthcare settings is available from the ECDC HERE or from the Government HERE.

Staffing Resources

Property owners/management should review rotas in line with The National Protocol E, subsection 3 which provides that full consultation on these matters is required to ensure sufficient employees are available to maintain physical distancing while completing the tasks to the required standards. Employee scheduling must ensure more time is allocated for cleaning and encourage employees to work alone if possible.

To achieve this, you should:

■ Implement phased shifts.
■ Schedule small teams.
■ Keep the same team combinations where possible to limit employee interaction. This will assist should contact tracing be required.

You will also need to plan for the impact of employee absences; this may involve reallocating employees from non-essential tasks. Where appropriate, cross-training employees will help maintain staffing levels within your business.

If you can’t ensure that employees stay 2 metres* apart at all times, you must apply the Return to Work Safely Protocol referred to HERE.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.
3. Employee & Visitor Health

The health and safety of employees and visitors is the number one priority for the owner of the business. The following steps will help ensure everyone remains fit and well.

Face Coverings

The Irish Government has recommended wearing face coverings in situations where it is difficult to practice physical distancing. This may help prevent people who do not know they have the virus spreading it to others.

The Return to Work Safely Protocol states: ‘Make face masks available to the worker in line with Public Health advice’.

If masks are worn they must be clean and they must not be shared or handled by other colleagues. Employers and employees must keep up-to-date with the latest Public Health advice issued in regard to masks by Gov.ie/NPHET. It is important that employers check regularly for updates on the usage of face masks as advice may be updated.

Please see HERE for more information.

Physical Distancing

Physical distancing guidelines (in line with Government’s Public Health advice) must be incorporated into the Action Plan for each area of the business. Specific areas must also comply with mandatory visitor capacity limits.

Visitors must be advised to stand at least 2 metres* away from other groups of people who are not from the same household. Careful consideration needs to be given when using communal areas, standing in lines, using elevators, stairs or moving around the attraction.

Physical distancing of 2 metres* does not apply to members of the same household.

Dining tables, seating and couches in public areas and other physical layouts, must be rearranged to ensure appropriate distancing. The same guidelines apply to employees: they must be reminded not to touch their faces and stand at least 2 metres* away from visitors and other employees whenever possible.

Employee Physical Distancing

If you can’t arrange for employees for stay 2 metres* apart at all times, alternative protective measures must be put in place.

Minimise any direct employee contact and provide hand washing facilities, and other hand hygiene aids such as hand sanitisers, wipes etc. Ensure these are readily accessible so employees can perform hand hygiene as soon as a task is complete.

Providing Hand Sanitisers

Hand sanitiser dispensers (touchless whenever possible), must be placed at all entry and exit points to the attraction, at employee entrances and at specific points within the public areas of the premises where required.

All hand sanitisers must have a minimum alcohol content of 60%.

Property Signage

You must display appropriate COVID-19 signage relating to hand and respiratory hygiene and physical distancing measures throughout the attraction. Where feasible, television screens and monitors can communicate these messages in reception, admissions, retail and other key areas of the attraction.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.
Employee & Visitor Health Concerns

Employers and employees must follow the Return to Work Safely Protocol.

Please see HERE for more information.

When they return to work, employees must be trained on what to do if they or a guest becomes unwell.

If management is alerted to a suspected case of COVID-19 at the attraction, a clinician from a local medical centre should be contacted. The clinician will advise on the next steps. Further information is available on the HSE website.

Please see HERE for more information.

Note: The reception/admissions area needs to have the telephone numbers of the health authorities, medical centres and public and private hospitals readily available in case a visitor or employee falls ill.

Control of Waterborne Hazards

It is critical that businesses review the HSA’s guidance on ‘Control of Legionella Bacteria During and After the COVID-19 Pandemic’ and review their own systems in line with this.

This guidance highlights the requirement to continue managing Legionella control to avoid the potential for Legionnaires’ disease.

The following is a non-exhaustive list relevant to the tourism sector of potential sources of aerosols which may contain Legionella bacteria: wet cooling systems (for example, cooling towers and evaporative condensers); spa pools; showers, taps and toilets; machine cooling systems; spray booth water curtains; humidifiers in food cabinets; ornamental fountains and water features; dust suppression systems; horticultural misting systems, lawn sprinklers; clinical humidifiers; sprinklers and hose reels; and power hoses.

Legionnaires’ disease can be fatal and hospitalisation is generally required to treat symptoms. With the health service currently dealing with a Public Health emergency, it is vital that employers take appropriate action to maintain and operate their water systems especially wet cooling systems, so far as reasonably practicable, during this Public Health emergency.

Please see HERE for more information.

For further advice please visit HERE.

Contact Tracing

Keep contact tracing records for visitors. Explain that the reason for keeping these records is to provide them to Public Health for contact tracing in the event that someone becomes ill with COVID-19.

The name and contact details of one person in each party must be recorded for both walk-ups and pre-bookings.

Details must be retained for one month.
4. Employee Responsibilities

The effective delivery of the Action Plan depends on how management and employees act. Paying attention to the following issues is especially important:

**Hand Hygiene**

Good hand hygiene practices are vital to help minimise the spread of infections including COVID-19. This involves hand washing with soap and water, for a minimum of 20 seconds or the use of hand sanitiser (if hands are visibly clean), as required and frequently.

Hands must also be washed as often as necessary and always:
- Before starting work
- Before handling cooked or ready-to-eat food
- Before eating
- After handling or preparing raw food
- After handling waste
- After cleaning duties including sweeping/mopping etc.
- After using the toilet
- After blowing nose, sneezing or coughing
- After eating, drinking or smoking
- After handling money
- At the end of a shift

This list is not exhaustive.

For additional COVID-19 hand hygiene measures, hands must be washed before putting on or after removing PPE.

Please see [HERE](#) for more information from the FSAI. Please see [HERE](#) for more information from the HSE.

**COVID-19 Training**

All employees need to receive training on COVID-19 safety and sanitation protocols. More comprehensive training must be given to teams in frequent visitor contact; these include the admissions team, retail, tours, maintenance & operations and security.

**Personal Protective Equipment (PPE)**

If required by their roles, appropriate PPE must be worn by employees. Each section of a business must be assessed to decide what is needed. Training on how to properly use, apply and dispose of all PPE must be mandatory.

As part of the business risk assessment consideration needs to be given to the level of PPE required for various tasks, (e.g. power hosing which can cause an aerosol effect).

**Employee Welfare Facilities & Timekeeping**

All employers and employees must follow the Return to Work Safely Protocol. Please see [HERE](#) for more information.

It’s also essential to display signage relating to hand and respiratory hygiene as well as physical distancing prominently at Back of House.

Employee welfare facilities (such as employee areas and locker rooms) need to be re-organised to suit physical distancing measures and be frequently cleaned and disinfected. Staggered start times and break times can also be very helpful and you must review the use of clocking-in machines. The use of a personal stylus could be considered here.

Staff meetings must be held online if possible. If physical meetings need to take place, physical distancing measures must be taken.

If the management is alerted to a suspected case of COVID-19 on their premises, the necessary protocols and procedures outlined on the HSE website must be followed. You will also need to work directly with the HSE to follow the appropriate recommended actions.

Please see [HERE](#) for more information.

**Reception Area**

The reception/admissions areas must always have a medical kit available that includes:
- Germicidal disinfectant/wipes for surface cleaning tissues.
- Face/eye masks. Note that disposable face masks can only be used once.
- Gloves (disposable).
- Protective apron (disposable).
- Biohazard disposable waste bag.
5. Physical Distancing

The Property Owner or Management needs to meet Public Health advice on maintaining physical distancing of 2 metres* between people. Physical distancing of 2 metres* does not apply to members of the same household.

**Queuing**

Any area where visitors or employees queue must be clearly marked for appropriate physical distancing. This includes admissions (reception areas and outside the visitor entrance if required), retail areas, restaurants and cafés, bars and tasting areas, visitor interaction areas (e.g. where there is interactive AV), elevators, approaches to escalators and performance spaces.

**Admissions & Reception Area**

If relevant and possible, employees must use alternate workstations to ensure separation between them. In kiosks where online tickets are collected, employees must ensure that physical distancing and hygiene measures are followed.

Where possible, install physical barriers, such as clear plastic sneeze guards, between employees.

Please see HERE for more information.

**Visitor Elevators**

- An employee should be assigned to manage and cover general COVID-19 cleaning. They must clean and disinfect the button panels of visitor elevators at least twice daily and whenever visibly dirty.
- The volume of people in the elevator must ensure physical distancing is adhered to.
- Signage must be displayed to ensure visitors understand procedures that apply within elevators.

**Food & Beverage Areas**

- Seating capacities in the Food & Beverage areas must be reduced to ensure a minimum of 2 metres* between each seated group of visitors.
- Supervisors and managers need to ensure that visitors do not congregate in groups. Where physical distancing is not physically possible, the attraction must provide an alternative physical barrier between visitors to ensure physical separation.
- Install clear markings to ensure that contact between visitors is minimised and queues follow physical distancing guidelines. Signage referring to COVID-19 physical distancing measures must be displayed in visible locations.
- An employee should be assigned to greet and seat visitors so that people are dispersed correctly throughout the food and beverage areas.

**Self Service/Buffet Style**

Avoid this style of service, where possible. Where food is served buffet style, all items displayed for customer use must be individually wrapped or be a single serve item. Common tongs or ladles must not be used and neither must common distribution containers from which customers help themselves. Sneeze guards must be provided on equipment and cleaned regularly.

**Back of House**

Physical distancing protocols must be observed in the employee room, shared office spaces, employee locker rooms, retail store rooms, delivery areas, stock rooms, plant rooms, IT areas, bar support areas such as cold/keg rooms, kitchens and other relevant facilities for all employees.

**Timekeeping Facilities**

If you use clocking in machines, a strenuous disinfecting regime must be put in place. In effect, this means disinfecting the machine before and after each use. A potential alternative is to provide a stylus with which each employee can touch the screen.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.
6. Visitor Arrivals & Tour Experience

To follow the Government’s Public Health advice, while offering visitors best possible experience, the attraction’s management must take a number of important steps.

**Attraction Website/Online Bookings**

An attraction’s website must be kept fully up-to-date with current COVID-19 safety information, updated prices and an explanation on how to book a tour. It must also reassure visitors about the new measures it has adopted to manage visitor numbers and keep them safe.

Where possible, the online booking system must be used to control numbers on each tour slot. Booking confirmation emails must provide clear advice on safety guidelines and how to collect tickets if they can’t be downloaded.

**Audio Tours**

As the headsets used to offer audio guides could pose a contamination risk, attractions must consider creating audio files that visitors can listen to using their smartphones.

**Providing Information & Controlling Numbers**

Marketing and promotional materials for attractions must also be updated with information on current opening times, pricing and COVID-19 safety guidelines. To help control numbers, promotional materials must also explain how many people are permitted on tours. Visitors must be encouraged to book online and EPOS systems must also be used to control tour and visitor numbers.

**Visitor Flow**

Attractions must minimise the number of access points for arriving and departing visitors. Each access point must be equipped with hand sanitiser, along with signage instructing all visitors to use it as they enter and leave.

Appropriate COVID-19 signage must be also be prominently displayed outlining the physical distancing and hygiene practices that apply throughout the site.

**On Arrival**

To avoid touching handles, visitors must enter the site through automated doors or doors manually operated by an employee.

When they arrive, visitors must hear a welcome and safety message over the PA. This can introduce the COVID-19 protocols and explain how visitors must behave around employees and other visitors. This information can also be emailed to visitors when they book tickets.

**Making it Easy to be Physically Distant**

Clear and visible queueing arrangements must allow easy separation of people by clearly showing the 2 metre* physical distance limits. These must be located in admissions/reception areas, retail areas, restaurants and cafés, bars and tasting areas, visitor interaction areas (e.g. where interactive AV is located), elevators, approaches to escalators and performance spaces.

Physical distancing of 2 metres* does not apply within members of the same household. Physical distancing is required between tables/seats and individuals of non-household units.

**Altering Visitor Flows**

To control visitor flows, attractions will have to adapt to a detailed visitor timing movement plan and possibly invest in visitor flow systems and upskilling employees. Outdoor areas and underutilised areas must be incorporated into the visitor flow plan.

**Important:** If visitor flow is being altered, it’s essential to ensure all health and safety regulations are followed.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.*
GUIDELINES FOR RE-OPENING VISITOR ATTRACTIONS

Payment
Guests should be encouraged to use card/contactless payment and pay in advance where possible.

If handling cash, employees should be provided with gloves and observe the Government’s Public Health advice on hand hygiene measures.

Visitor Hygiene Amenities
Hand sanitisers must be provided at an attraction’s entrance and exit points. They must also be available in admissions areas, retail, food & beverage sections, bars, public toilets and at any visitor interactive or tasting areas. Adequate numbers of bins must also be available for visitors and employees to dispose of waste.

Creating a Safer Visitor Experience
Spend time understanding the visitor flow by referring to floor plans, capacity space and zoning. This will help you identify how physical distancing requirements can be met. Consider removing, rotating or adapting existing visitor experience spaces to allow for free flow and one way movement. Other steps to take include:

■ Using COVID-19 signage, audio and existing AV screens during the tour to keep visitors moving and prevent them spending too much time in one spot.
■ Keeping doors open throughout the tour.
■ Ensuring hand sanitisers are located in key areas of the experience, particularly interactive areas and tasting areas.
■ Cleaning all surfaces and high touch points such as interactive AV screens which visitors touch regularly.
■ Monitoring and reviewing current rostering and implement zoning to ensure employees work in the same area of the visitor experience each day. Doing so can help limit the capability of transmission to employees stationed in other areas (e.g. ticketing, tour guides, retail, food & beverage, bar areas, reception, meet and greet, capacity control).
■ Continually monitor visitor flow and track visitor satisfaction levels to note visitor responses to these changes. You may need to amend layout, content and flow of the visitor experience in line with visitor feedback.
■ Reviewing current procedures for self guided/guided tours. These must be updated in line with the Government’s Public Health advice.

An Opportunity?
It is important that Irish attractions retain their reputation for friendliness, excellence and value for money. So while new offerings may have to be developed rapidly, you must do this in a structured and systematic way.

It’s important not to undermine previous investment or incur reinstatement costs at a later date. Adapting current offerings could prove to be an opportunity to tell new stories and diversify into new experiences.
7. Cleaning Products & Protocols

Cleaning products and protocols must be suitable and their manufacturer be approved for use against viruses, bacteria and similar risks.

It’s important to follow manufacturer instructions with regard to dilution, application and duration of use. Attraction managers must review cleaning procedures within all departments and update these if any cleaning products are changed.

It’s also important to work with suppliers, vendors, and distribution partners to ensure an uninterrupted supply of cleaning supplies and PPE.

Public Spaces & Communal Areas

The frequency of cleaning and disinfecting must be increased to at least twice daily, or whenever visibly dirty, in all public spaces. Special attention must be paid to frequently touched surfaces such as front desk counters, ticket kiosks, brochure and visitor maps displays, elevators and elevator buttons, door handles, public bathrooms, stair handrails, dining surfaces and seating areas, bar counters and surfaces, interactive AV displays, retail store countertops and credit card machines.

Back of House

Busy Back of House areas must also be cleaned and disinfected more frequently. Particular attention must be paid to the employee room, staff canteens, entrances, employee bathrooms areas, loading and delivery areas, retail stock rooms, shared offices spaces, kitchens and other relevant facilities.

In alcohol brand attractions such as breweries and distilleries, bar support rooms like cold rooms, keg rooms and bottle stores must be cleaned more regularly.

Equipment Shared by Employees

- This includes items such as phones, EPOS systems, computers and other communication devices, keys, payment terminals, kitchen implements, tools, safety buttons, cleaning equipment, time clocks and all other direct contact items used.

- Shared food and beverage equipment in Back of House areas (e.g. kettle, microwave, etc.) needs to be cleaned and disinfected after each use. The same applies to clocking in machines which must be equipped with hand sanitisers and antibacterial wipes.

- Shared food and beverage equipment used in Back of House areas (e.g. kettle, microwave, vending machine etc.) must be cleaned and disinfected after each use. Hand sanitisers must be made available beside clocking in machines. Alternatively, a stylus which can be used to operate the clocking in machine can be distributed to employees.

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Coronavirus COVID-19

Social Distancing Outside

Spending time outdoors is good for our health. But social responsibility is essential for ALL our health.

- Avoid close contact with others
- Distance yourself at least 2 metres (6 feet) away from other people
- Avoid close contact with others
- Don’t arrange to meet up with other groups
- Avoid areas if it looks very busy and go somewhere else for your walk

8. Suppliers of Goods & Services

Deliveries
■ An employee must meet each supplier who is delivering to the business.
■ If possible, delivery drivers should not be allowed to enter the premises (with the exception of food deliveries which adhere to HACCP delivery protocols). HACCP based procedures are required for food safety and not for the prevention of COVID-19.
■ An alcohol-based hand sanitiser must be available in the delivery area. Drivers must clean their hands before passing delivery documents or goods to employees. They must also be aware of the potential risks involved in contact transmission of COVID-19.
■ All food items (where food service is on site) must be checked in by employees with crates and boxes remaining outside the door.

Dealing with Drivers
■ Delivery personnel must use hand sanitiser if required to exit their vehicle and enter the buildings. Signage must make drivers aware of 1) physical distancing when picking up deliveries and passing deliveries to employees 2) the need to maintain a high degree of personal cleanliness and 3) the need to wear clean protective clothing.
■ Disposable containers and packaging should be used to avoid the need to clean any returns. In the case of reusable containers, appropriate hygiene and disinfection protocols must be followed by employees.

9. Locations for Distribution of PPE

If required, PPE must be distributed at the following locations:

Front Office
■ Reception/Admissions Area
■ Starting point of the visitor experience

Back Office
■ Entry point for employees
■ Specific department offices

Note: Hand sanitiser must be provided at all of the attraction’s entry and exit points including reception, key areas of the visitor experience, at entrance/exit of the retail area and anywhere food or drink is being served.

All employees must wash their hands for a minimum of 20 seconds, or use hand sanitiser if hands are visibly clean.
10. Employee Uniforms

**Cleaning & Disinfection Protocol**
The policy on the care of uniforms must be updated to ensure every employee is clear on the standards of appearance and dress expected while at work.

**Physical Distancing Protocol**
If a locker or changing room is provided, mark the floors to indicate available and unavailable spaces that must be used when changing into work attire. Where necessary, roster access times to these rooms so physical distancing takes place.

11. Reception Area & Offices

Appropriate COVID-19 signage must be prominently displayed that explains the physical distancing and hygiene practices currently in use throughout the attraction.

**Cleaning & Disinfection Protocol**
Cleaning and disinfecting must take place at least twice daily and whenever visibly dirty, particularly in high contact areas such as the Reception/Admissions area. This must focus on frequently touched surfaces especially counters, desks, equipment, communication devices, door release buttons, etc.

Where appropriate, the sharing of office equipment should be avoided and each workstation should be self sufficient with an individual computer, telephone and all ancillary equipment. Where shared equipment is necessary, it must be cleaned and disinfected before and after each shift or any time the equipment is transferred to another employee.

**Physical Distancing Protocol**
- Where possible, a designated employee should be stationed at Front of House to control physical distancing measures.
- In all shared spaces, the physical distancing measures must be strictly adhered to. Where necessary, workspace dividers must be installed in Front of House and Back of House areas.
- In offices where meetings/consultations take place, the physical distancing protocol is to be adhered to and entry numbers limited. Seats and tables of all visitors must be cleaned and disinfected after each visit.

**Visitor Considerations**
Debit/credit card machines should be moved to the front counter and cleaned and disinfected after each use. Using cashless payment systems is recommended where possible.
12. Public Areas

Indoor Public Areas

All indoor public spaces must be cleaned and disinfected at least twice daily and whenever visibly dirty. Special attention must be paid to frequently touched surfaces including the reception desk, tills and counter tops in admissions and retail, online kiosks, door handles, AV interactive screens, toilets and other relevant locations.

The following areas must be cleaned on a regular basis:

- Visitor elevators and escalators
- Stairs handrails
- Property entry doors
- Employee smoking areas
- Exterior seating/benches
- Exterior of refuse bins
- All Front of House rest-rooms must be cleaned and disinfected as regularly as possible
- Interactive screens
- Online booking kiosks/ticket collection
- Visitor map and brochure distribution units
- Tills and counter tops in admissions, retail, food & beverage and bar areas

Interior and exterior refuse bins must be emptied and disinfected at regular intervals.

Physical Distancing Protocol

- Ensure clear markers are in place to ensure physical distancing in all public areas.
- Display signage referring to COVID-19 physical distancing measures in visible locations (e.g. on notice boards).
- A strict queuing system and limitations on number of users within public toilets should be in place to ensure that physical distancing takes place.

Outdoor Public Areas

- All outdoor areas, grounds, gardens, greens, verges, roads and car parking areas within the property must be kept clean and well maintained.
- This means ensuring that lidded bins are available for the disposal of gloves, masks, tissues, etc. that may be contaminated. You must ensure all rubbish bags are immediately disposed of in an appropriate external facility such as a waste removal skip.
- In recreational areas, consider introducing a one-way system for visitors and walkers. Mark the path to maintain physical distance and, if possible, use only one entrance.
- It’s important to plan how to restrict numbers arriving into public/recreational areas at peak times such as weekends or during fine weather.
- Clean and disinfect the playground area and ensure it is adequately closed off. Playgrounds remain closed until restrictions are lifted.
13. Technical & Maintenance Services

Air conditioning (where available)/Ventilation

- Although COVID-19 is not transmitted by air but from person to person through small droplets from the nose or mouth, the condition of filters must be monitored and the proper replacement rate of indoor air be maintained.

- Increasing the number of air exchanges per hour and supplying as much outdoor air as possible is recommended, either by natural or mechanical ventilation.

- Ensure that air-conditioning filters are cleaned regularly according to manufacturer’s instructions.

- When air-conditioned air is used for ventilation, minimise recirculation as much as possible.

- For information regarding ventilation in the context of COVID-19 see HERE.

Dispensers

- Soap and hand sanitiser dispensers, disposable tissue dispensers, and other similar devices must be regularly checked, cleaned and maintained. Defective units must be rapidly repaired or replaced.

- The Action Plan must include installing hand sanitiser dispensers as required throughout the premises. Pay particular attention to public areas, employee areas, locker rooms, as well as toilets used by visitors and by employees. Other relevant areas include the entrance to the food & beverage areas and entrances/exits to the premises.
14. Food & Beverage (including take away)

Cleaning & Disinfecting Protocol

- Greeting podiums at the entrance (plus all associated equipment) must be visibly clean at all times and must be cleaned and disinfected at least twice daily.
- Service stations, service trollies, beverage stations, counter tops and handrails must be visibly clean at all times and must be cleaned and disinfected at least twice daily and signed off by a manager.
- Dining tables, bar tops, stools and chairs must be cleaned and disinfected regularly.
- Condiments should be served in single use containers (ideally one use sachets).
- All reusable visitor contact items must be cleaned and disinfected after each use.
- Menus must be single use or made of a material that can easily be cleaned. Electronic menus, phone apps and menu boards are an alternative option.
- Storage containers must be cleaned and disinfected before and after each use.
- Food preparation stations to be cleaned and disinfected at least twice a day, and must be visibly clean at all times.
- Kitchens to be cleaned and disinfected a least twice daily.
- Follow in-house standard operating procedures regarding food preparation and service. These must adhere to HACCP standards. HACCP based procedures are required for food safety and not for the prevention of COVID-19.
- At the bar areas in brewery/distillery tours, bar counters, service areas, glassware, beer taps, counter mounts, trays, glass rack and tables must all be cleaned regularly.

For further information on restaurants re-opening please review the Operational Guidelines on re-opening restaurants on www.failteireland.ie

Physical Distancing Protocol

- Supervisors to manage physical distancing at all entries, waiting areas and queues. Clear signage must also be displayed that tells people to observe physical distancing.
- Peak period queuing procedures must be put in force if visitors cannot be seated immediately.
- Appropriate physical distancing must be adhered to between different parties.
- Reduce seating/bar stool count to reflect the Government’s Public Health advice on physical distancing.

Visitor Considerations

- All straws should be individually wrapped.
- Remove all ‘grab and go’ offerings.
- No self-serve food must be available.
- Beverage dispensers must only use single use cups.
- There must be no refills using same beverage holder.
- Cashless payment systems should be used where possible.
15. Retail Area

Cleaning & Disinfection Protocol

- Hand sanitisers must be made available to visitors when they enter the retail area.
- Fixtures for holding and displaying merchandise must be cleaned regularly.
- Changing rooms must be cleaned regularly, but at least twice a day.
- Hand sanitiser must be provided for employees working at tills. Gloves should also be considered.
- Retail storerooms must be cleaned regularly.
- Workstations must be cleaned and disinfected between shifts.
- The sharing of equipment between employees must be minimised.

Physical Distancing Protocol

- Appropriate physical distancing signage must be displayed to control queues.
- Protective screens should be installed at till areas if physical distancing cannot be maintained.
- Contactless payments should be encouraged where possible.
- Visitor capacity controls must be put in place. To limit numbers in the retail area, one visitor must enter as another leaves.
- Rostering of employees must include zoning that keeps employees working in one area (e.g. tills, stock room, capacity control, deliveries) throughout their shift. This will help to avoid cross contamination with other employees.
- Appropriate physical distancing must be adhered to between different visiting groups.
- When providing bags to visitors, these must be placed on the counter rather than handed directly to the visitors.
- One person at a time must be permitted into changing rooms.
16. Meetings Rooms (where available)

Cleaning & Disinfection Protocol
- All shared equipment and meeting amenities must be disinfected before and after each use. If this isn’t possible, they must be replaced by single use alternatives.
- After each group use, clean and disinfect conference room doors, tables, chairs, light switches and other equipment.

Physical Distancing Protocol
- Avoid buffet-style service, where possible.
- All food and beverage items must be individually plated and served.
- Coffee and other break items to be served by employees rather than be self-service.
- Condiments should be served in individual single use sachets.
- Seating capacities and floor plans to be reviewed on an event-by-event basis to ensure appropriate physical distancing as per the Government’s Public Health advice.

Visitor Considerations
- Develop examples of physically distanced floor plans for Event Management use.
- Create modified menus to showcase styles of service and items currently available.
- Install signage outside of meeting and events to remind visitors to follow appropriate physical distancing.
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