

**Accommodation & Transport Webinar – 22nd September 2020**

**Q&A**

*Tourism Ireland, along with our partners Fáilte Ireland and Tourism Northern Ireland, want to show you that the island of Ireland is ready to welcome visitors back to our spectacular shores when the time is right. Our tourism partners across the island have implemented new safety measures to ensure the health and safety of all visitors, so you can rest assured that your clients will have a very safe and enjoyable holiday experience. This webinar featured the following industry partners from across the island of Ireland.*

*• The Merrion Hotel, Dublin*

*• The Riverside Hotel, Enniscorthy, Co. Wexford*

*• The Park House B&B, Bunratty, Co. Clare*

*• Fuchsia Lane Farm Holiday Cottages*

*• Pierce Kavanagh Coaches*

*• Lough Erne Resort, Enniskillen, Co. Fermanagh*

*• Galgorm Spa & Golf Resort, Ballymena, Co. Antrim*

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| **Question** | **Answer** |
| Given the implementation of these new safety standards, will that have an impact on Check in and departure times for Self-catering?  Has there been changes to these times to allow for a more detailed cleaning process? | Check out time is 10am and we ask guests to assist us with this as we need time for a comprehensive cleaning and also a period when we can leave the cottage unoccupied and ventilated. We base this on 3 hours for cleaning and checking, then 3 hours ventilation. Check in time is then from 4pm onwards. If guests have specific requests regarding these times, please contact the accommodation provider advance who will do their best to accommodate them. *Fuchsia Lane Farm Holiday Cottages* |
| Is there any PPE or hygiene equipment (sanitizer, gloves, mask, disinfectant spray) offered to during check in? or any hygiene equipment available in the room? | Yes, there is. Upon arrival we invite the guest to sanitise at the dedicated facility in the front Hall and to face coverings while moving around the Hotel. There is an ample supply of masks and sanitising liquid throughout the public spaces and furthermore each room is furnished with gloves, masks and wipes. If they require anything else, we have it on request.  *The Merrion Hotel, Dublin* |
| What is dinner & breakfast situation at hotels?  How much extra time would you recommend that TOs plan into itineraries for this?  Do I need to book for all meals? | Thank you for your question, The Riverside Park Hotel has always served a hot breakfast to the guests table, before Covid we would have had our cold buffet on display for people to choose what they want, now we have also included in the cold buffet options to the menu for the guests to be served to their table.  Yes you will need to book all meals in advance for your group: The Tour managers will be contacted by the hotel prior to arrival to organise a breakfast and dinner time for their group, the tour manager and the hotel will work together which times suit best for this to work around the group itinerary.  We would recommend that no more than 5 or 10 minutes extra be added to itinerary for group breakfast to allow for cleaning down of tables and chairs.  *The Riverside Hotel, Enniscorthy, Co. Wexford* |
| What does the B&B experience look like now for clients?  What happens with shared spaces? | We are hoping to give all our guests the same welcome as before however, to ensure them that we are safe for the moment we will be wearing masks and requesting the guests to use hand sanitiser on arrival. We will also take less people on the premises and spread out breakfast times to ensure a 2-meter distance is between all our groups of guests.  *The Park House B&B, Bunratty, Co. Clare* |
| Is there any platform available to make payments directly, without the client having to do so at the destination? | 90% of all the Bed and Breakfasts should have either an online virtual terminal or a handheld terminal on site. Please check when booking the B&Bs that they do accept as I feel there is plenty of options available now to them and it is a safer facility now for our customers than asking for cash on arrival.  *The Park House B&B, Bunratty, Co. Clare* |
| With the new social distancing restrictions in place can a hotel operate at full capacity and do you have to leave a certain number of rooms empty? | The resort has socially distanced all areas of the resort including the spa and dining areas which has reduced the capacity in each area. In regard to bedrooms the resort has a range of safety measures in place that allows us to operate at full capacity.  *Lough Erne Resort, Enniskillen, Co. Fermanagh* |
| If coach can park outside hotel overnight, how big are bedrooms in sqm, hygiene in lift/lift usage for groups. | Yes, absolutely we have ample, secure parking for coaches within the Resort grounds. We have a selection of spacious bedrooms and private lodges ranging from 38m2 to 550m2 so lots of space for individual parties to relax and make themselves at home. In terms of lift usage, we advise the use of stairs where possible and lifts to be used only by those within a household or social bubble. *Lough Erne Resort, Enniskillen, Co. Fermanagh* |
| What’s the max. cap on a coach now? You say 50% but what does that mean?  Are passengers required to wear a mask on board the coach or only when getting on and off the coach? | There is no difference between public and private transport capacity. The same restrictions apply to both. The current maximum capacity on a coach is 50%. You will need to consider your crew number too, so for example if you have a 50-seater coach, you can carry 25 people onboard which will also include your driver and tour director. This currently also applies to international coaches travelling in Ireland  Currently, all transport in Ireland is restricted to carrying 50% but it is based on the Covid Level.  Level 1: Capacity will be limited on public transport based on the public health advice at the time.  Levels 2 and 3: capacity restricted to 50%; *Pierce Kavanagh Coaches* |
| Face covering – Are all passengers required to wear a face mask while on board the coach at all time or only when getting on and off? | It is currently the law in Ireland to wear a face mask onboard all public or private coach transport if you are over the age of 13. *Pierce Kavanagh Coaches* |
| How will the new Hygiene Guidelines affect drivers’ hours, and do we need to take this additional time working into account when planning an itinerary? | All tour operators must consider European Driving regulations and ensure their coach drivers has adequate legal breaks away from the coach when they are planning their itineraries. Cleaning and sanitising the vehicle is considered part of the drivers working hours so you will possibly need to revise your itineraries going forward to ensure enough time has been allowed for new cleaning procedures within the drivers working time. *Pierce Kavanagh Coaches* |

*The information contained in this Q&A and the accompanying webinar is correct as at the date of the webinar. For the most up to date and reliable sources of information please refer to the following Government websites.*

[www.hse.ie/eng/](https://www.hse.ie/eng/)

[www.gov.ie/en/campaigns/75d92-covid-19-travel-advice/](https://www.gov.ie/en/campaigns/75d92-covid-19-travel-advice/)

[www.publichealth.hscni.net/](https://www.publichealth.hscni.net/)

[www.nidirect.gov.uk/articles/coronavirus-covid-19-travel-advice](https://www.nidirect.gov.uk/articles/coronavirus-covid-19-travel-advice)

*For specific questions in relation to opening hours, rates, capacity, bookings, terms and conditions etc. please contact your supplier directly.*