

**Attractions Webinar – 6th October 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 Cliffs of Moher, Liscanor Co. Clare*

*• The Guinness Storehouse, Dublin*

*• Powerscourt Estate, Enniskerry Co. Wicklow*

*• Killaloe River Cruises, Killaloe Co. Clare*

*• Titanic Belfast, Titanic Quarter, Belfast*

*• National Museums Northern Ireland*

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| Question | Answer |
| Can you tell us what safety standards & procedures are in distilleries across Ireland? | In Ireland there are 33 distilleries and breweries. For those that have reopened government guidelines and safety protocols are in place.  Video will show a strong visual of what your guests can expect when they visit Guinness Storehouse. Here at the Home of Guinness, we are taking every precaution to ensure a safe and enjoyable visit for our guests. We are following the current government guidelines which are evolving.  The health and safety considerations for our guests and staff takes precedence over anything else.  At the same time, we are still promising an unforgettable experience and a top-notch pint of Guinness.  Like GSH many of the drink experiences in Ireland are adapting their experiences in wake of Covid. For instance, our experimental brewery Guinness Open Gate & Roe & Co, now have amazing outdoor spaces, upgraded food options and introducing new collaborations with local businesses.  For other Distilleries safety is obviously a key focus, reducing tour sizes and introduced all the necessary requirements to ensure social distancing can be adhered to.  *The Guinness Storehouse, Dublin* |
| What are Covid-19 procedures and processes for controlling entry?  Are ticket prices for 2021 available? | Titanic Belfast - Titanic Belfast created a health & safety confidence charter detailing the processes that we have in place. This details that all tickets must be pre-booked online, he reduced capacities visiting, face masks worn at all times, sanitisation stations and advanced cleaning regimes - Just to name a few.  Our pricing for 2021 is frozen and will stay at the same rate for next year.  At Guinness Storehouse the key safety protocols that are in place include – requirement to pre-book in advance allowing us to strictly manage numbers over each time period, limiting the number of people in building at any one time.  This allows the operations team to manage flow throughout the building and allows for comfortable physical distancing for enjoyable, safe experience for everyone. We have contact details for all guests.   * All our team across our experiences from operations to head chef have completed the Failte Ireland Covid-19 Safety Charter training. * We have stringent protocols around hygiene, with hand sanitisation points also available throughout the experience * Face coverings will be worn by all staff, including food and drink service. Face coverings are essential requirement, and no visitor can access our venues without face coverings. * Table service now operates in Gravity Bar and all guests are seated with drinks served to table. Gravity Bar is now extended with double the space. * As well as staff on hand to assist, we’ve installed additional signage throughout the building   Discounted wholesale tour operator rates were circulated back in March for 2020 and rates are also available on request.  *Titanic Belfast, Titanic Quarter, Belfast* |
| Are museums open for public now and do you have to make a reservation prior to their visit? Can a tourist attend? | We are delighted that all 4 of our museums are now open to the public. We have put several Covid interventions in place to ensure that we can keep everyone safe while they enjoy their visit. We have introduced a pre-booking system and  there is a fixed capacity of visitors permitted per time slot. Additional safety measures in place include an enhanced cleaning regime, 2m distanced markings and Perspex screens as well as a recommended route system. Tourists, local and further afield, are welcome to visit our museum and we would encourage them to book a timeslot in advance of their visit.  *National Museums Northern Ireland* |
| Any Ideas for active vacation, e.g. hiking, especially around the Cliffs of Moher. | The value proposition for the Cliffs of Moher Visitor Experience for groups is an outdoor/indoor experience, that includes short hikes with spectacular views around the visitor centre area including historic visit to O’Brien’s tower (1.5k), binoculars are available on loan in the visitor centre, for visitors with mobility issues we have a mobility vehicle driven by expert guides to tell the story of the cliffs.  By the time we start to welcome visitors back we expect the coastal walk to reopen with safety upgrade works completed on sections. The coastal walk is for experienced hikers and stretches from Doolin to Liscannor 18k  *The Cliffs of Moher, Liscanor Co. Clare* |
| Are there wellbeing protocols at outdoor and indoor attractions – any examples? | Killaloe River Cruises - Wellbeing protocols at outdoor and indoor sites - a few examples: The wellbeing of our customers is extremely important to us while they are with us. The Failte Ireland Covid 19 Safety Charter has provided us with clear guidance as to how we implement best practices to prevent the spread of Covid 19. We have implemented the following measures to ensure guests have a safe and enjoyable experience. We have reduced capacity on board by 60%, this allows enough space for social distancing. We have reserved seating on board for each guest, they are assigned a seat on the upper deck and a corresponding seat on the lower deck. This ensures they have the best opportunity to explore Ireland's Hidden Heartlands. Hand sanitisation is necessary while boarding and while moving between the upper and lower decks. After each group's departure the boat is thoroughly sanitised. Table service is provided from our bar on board to avoid groups congregating at the bar on board.  *Killaloe River Cruises, Killaloe Co. Clare*  Powerscourt Estate - Being out in nature at the moment gives us all a chance to reflect and take a few moments away from our daily lives. This is great for our mental health, particularly at the moment with so much constant negativity.  People are away from their families and friends and the gardens offer the perfect safe environment whether it is a reward after a long, lonely week working from home, to reunite with family and friends in a place where there is plenty of space to feel safe or a place of freedom, to come and enjoy our 47 acres of beauty and maybe enjoy a coffee and a treat or a little retail therapy.  We are also offering a space to come and be creative and reflect on what is happening with our Poetry in Bloom initiative, follow our poetry trail and maybe enter our competition, all has been supported by Fighting words and Hollywood actor Patrick Bergin.  *Powerscourt Estate, Enniskerry Co. Wicklow* |
| I would like more info on special arrangements e.g. private visits, behind-the-scene visits, meet expert locals, special events etc | Titanic Belfast - Within the visitor attraction we have self-guided visits and discovery tours. We are constantly creating new experiences at Titanic Belfast and will of course keep you updated on any new products.  Titanic Belfast decided not to reopen its banqueting suites in this financial year due to ongoing uncertainty around guidance for events. However, we are constantly speaking with current and new clients regarding experiences that they envisage and are really looking forward to welcoming these events back in 2021.  *Titanic Belfast, Titanic Quarter, Belfast*  National Museums - Yes absolutely - At National Museums NI we can accommodate special experiences and we are working hard to ensure we can deliver these in a safe way. We have 2 indoor and 2 outdoor museums and over 230 acres in total so social distancing is not a problem with us! We would be really keen to work with you to come up with special experiences - we have specialist curators, skilled craft demonstrators and expert visitor guides who are all really keen to start welcoming back our international visitors when the time is right.  *National Museums Northern Ireland*  Cliffs of Moher - We can offer bespoke guided tours on a topic of choice for visitors around the site.  *The Cliffs of Moher, Liscanor Co. Clare*  Guinness Storehouse - Visits are typically self-guided and we are about to launch a new free downloadable audio tour. Private visit of course can be arranged, and we do offer a number of upgraded options including a Guinness uncovered tasting tour hosted by our Guinness beer specialists. Currently available for maximum 6 people. We have plans to reopen our Guinness Connoisseur private bar, which is the ultimate Guinness tasting experience. Prior to Covid we had launched a “behind the gates tour” of the famous Guinness Brewery at St James’s Gate. Although this tour is currently on hold, we plan to relaunch this when safe & guidelines allow us to do so. For the here and now we offer a range of virtual experiences with kits delivered in advance from Cocktail master class with our Whiskey hosts at Roe & Co Distillery to beer tasting with Guinness beer specialists.  *The Guinness Storehouse, Dublin* |

*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)

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