



NORTHERN
IRELAND
HOTELS
FEDERATION

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Tourism NI Industry Update & Guidelines – Zoom 2nd July 2020



Re-opening on 3rd July 2020

- All serviced accommodation allowed to open
- Visitor attractions
- Hotels 70% opening in July 2020
- Others doing refurbishment
- No word of any hotels NOT planning to reopen



What does hotel re-opening mean?

- Rooms
- Restaurant
- Open for residents & non residents
- Bar with restaurant service
- NO drinks without FOOD
- NO maximum table size
- Spa – 6th July for treatments
- Indoor gyms – 10th July
- Table drink service outside in licensed areas
- Pavement areas may also be deployed with licensing



What you cannot open (TODAY)?

- No solely Bar Service –no drink without food in your bar or Restaurant
- No Staging of live music
- No Holding of events including weddings
- Spas can open for treatments from 6th July
- Leisure facilities can open from 7th August



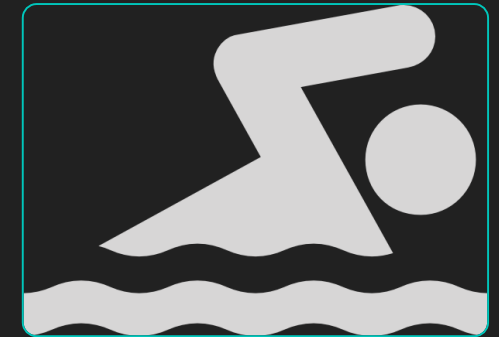
Weddings - when can hotels say - I do?

- Review w/c 29 June 2020
- No music – live or DJ
- Limited numbers
- ROI
 - 50 people from 29 June 2020
 - 100 people on the 20 July 2020
- England – 30 people 4 July 2020



Hotel Pools

- Currently not allowed
- Leisure Centres - 7th August
- Hotels may be different
- Pool may be seen as Spa element



Social Distancing

- Preferably 2m but where this is not possible at least 1m
- If less than 2m you may have to introduce measures to mitigate the risk of COVID-19
 - Increased sanitation, ventilation, PPE or screens
 - Time limit exposure
- Customer sentiment and reaction
- Managing crowding, queues and congestion
- Clear signage
- 30 people outside for gatherings



REOPENING BASED ON RISK & COMPLIANCE

Industry Guidance

- Available on Tourism NI website
- Based on UK wide framework
- Risk assessment at the core
- Flexible for business
- Rigid in terms of risk
- Overseen by EHOs



Guidance for businesses within the visitor economy

This guidance is designed to be relevant for people who work within the visitor economy to help prepare for return to work whenever it is safe to do so.



Guidance for hotels and accommodation

This document sets out guidance on how to work safely within the visitor economy, with a particular focus on hotels and tourist accommodation.

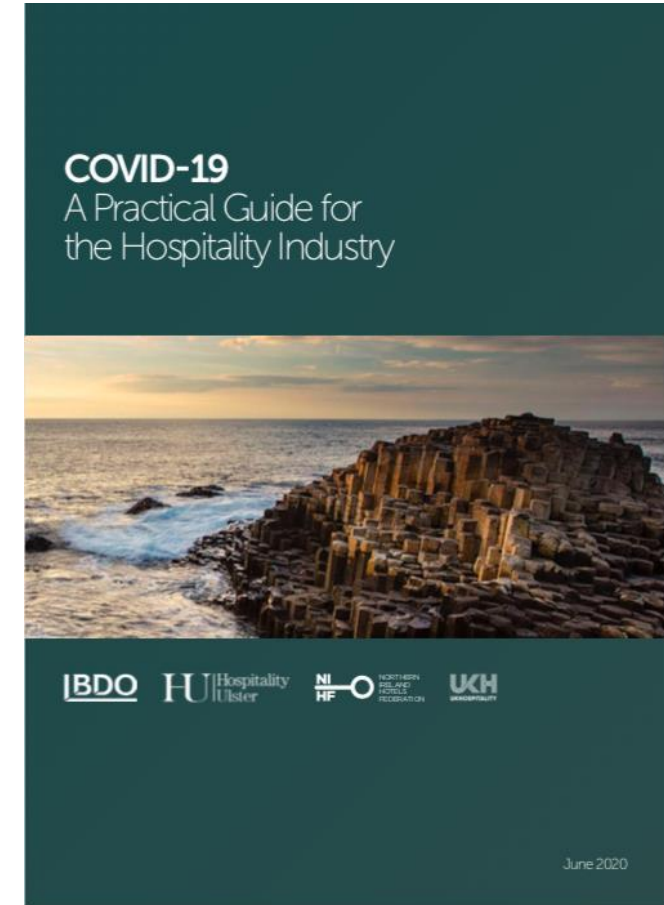


Guidance for restaurants, pubs and bars

This guidance applies to any food preparation or service setting where food and drink is sold for consumption at venues or for takeaway or delivery.

NIHF Guidance

- Practical Base
- Collaborative
- Framework
- Updated
- Sample SOPs
- UK Wide
- Downloadable



Safety Standard

- UK Wide
- Self Assessment
- Online
- Supported by updates
- Automatic alerts to changes
- Customer Reassurance
- Tourism NI support, enforce & advise



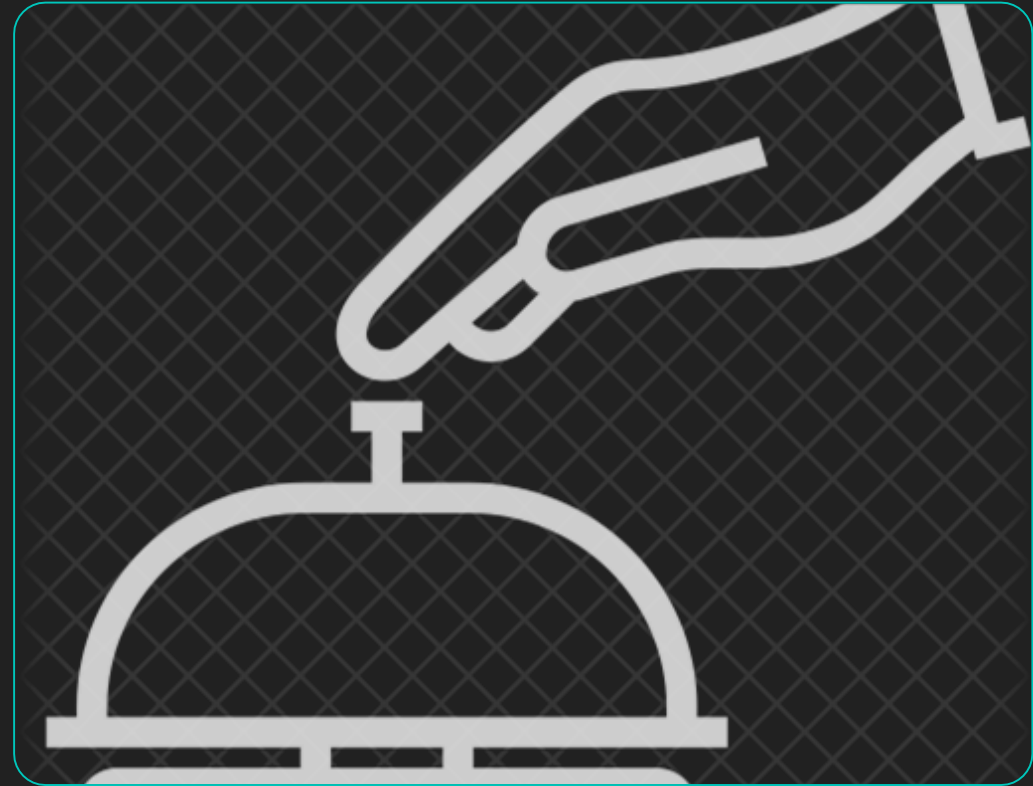
Risk Assessment

- Opening based on your business risk assessment
- The Risk – spread of Covid-19 and taking measures to work safely
- Eradicate, Reduce, Manage, Report
- Staff
- Customers
- Business



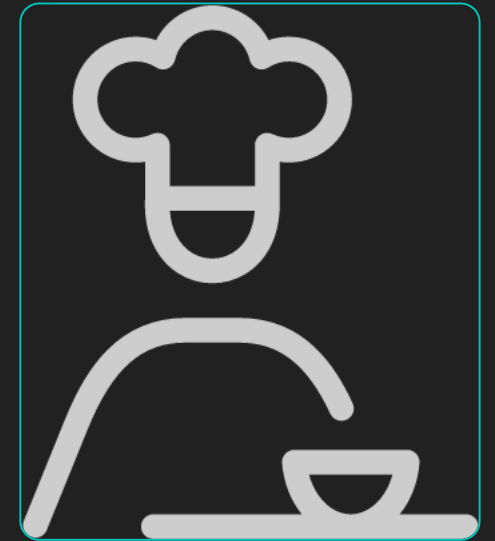
Staff

- Consult
- Train
- Reassure
- Protect
- Inform
- Record Keeping
- Transport



Staff

- Consult before they come back to work
- Training before you open on your new operating procedures
- Small teams to reduce risk
- Ensure social distancing
- PPE if appropriate or requested
- Uniform management and cleaning
- Increased sanitation
- Clear guidance on what to do if they or one of their team/staff members gets COVID-19 symptoms
- Clear guidance they do if a guest displays symptoms of COVID-19
- Clear guidance if a guest is diagnosed with COVID-19



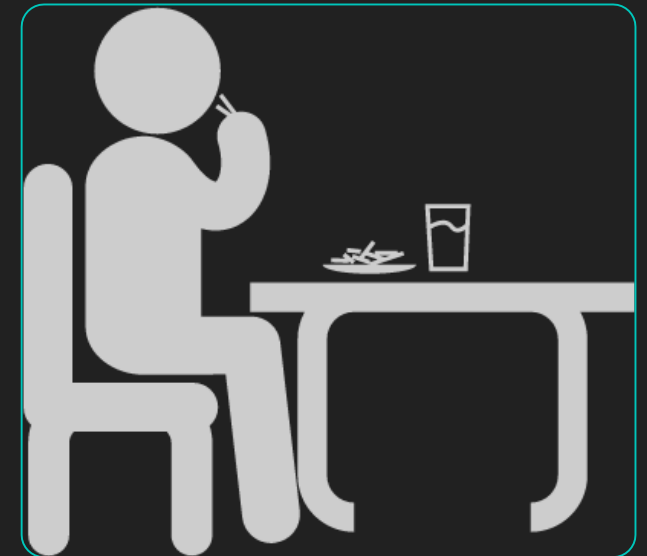
Guests

- Guest Journey
- Reassure
- Protect
- Inform
- Hospitality Experience
- Advise guests of their responsibilities



Guests

- Advise them of the changes in your business
- Access to your risk and operational procedures
- Clear evidence of sanitation & good signage with informed staff
- Reduce risk with social distancing
- Advanced hygiene
- Identify and manage pinch points and congestion
- Contactless trading
- Booking for services, check in breakfast & spa use
- Keep records
- Possibly limit occupancy
- Limit table size
- Balance residents with non-residents



Operational

- Assess risk of COVID -19 to your business
- Review your current standard operation procedures
- Access to your risk and operation procedures
- Advise your guests and staff of changes
- Increase sanitation
- Observe social distancing
- Make sure you have a plan if you, your staff or a guests presents with symptoms of COVID-19



What to do next week?

- Talk with your staff
 - Get customer feedback
 - Address any concerns
 - Use your social media to promote
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- REVIEW YOUR RISK ASSESSMENT
 - AMEND YOUR SOP'S





Sharon Scott
Tourism Mentor

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Continued Support for Tourism Businesses

- Dedicated Tourism NI Covid-19 Business Support Helpline
Call 028 9592 5313 - Lines open Monday to Friday 10am-5pm
- Dedicated Tourism NI Covid-19 Support Web Hub
<https://covid19.tourismni.com/>
- Additional Sector Specific Support Webinars including Best Practice, Hints and Tips, Q&A Sessions
- Access to specialised legal/insurance/Health and Safety etc.