



Covid19 Operational Guidelines

Working to keep our staff, clients and guests safe



Riailtas na hÉireann
Government of Ireland



Wallace Travel Group COVID-19 Protocols and Operational Guidelines

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Failte Ireland

Wallace Travel Group protocols

- Wallace Travel Group is a certified member of the Failte Ireland Covid19 Safety Charter, meaning that the company is in compliance with all government guidelines and all staff have completed Infection Prevention Control for Tourism Businesses training
- The COVID-19 Work Safety Protocol is in place, which details the company arrangements for managing COVID-19 and copies are given to all staff
- The 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 screens
- The use of work vehicles 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
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General COVID-19 Travel Advisory to/from the Republic of Ireland in Operation (last updated on the 22nd July 2020)

General advice to avoid non-essential travel and 'Normal Precautions' list of exemptions:

In accordance with Government policy, which is based on official public health advice, the Department of Foreign Affairs continues to advise against non-essential travel overseas. This includes Great Britain but does not apply to Northern Ireland. It also includes all travel by cruise ship. However, as of the 6th August, travel to a very limited set of locations is exempted from this advice. The security status for those locations to which non-essential travel can resume has been changed to 'normal precautions' ("green") rating. Individuals arriving in Ireland from these locations will not be required to restrict their movements on arrival. These locations are:

- Cyprus
- Estonia
- Finland

- Greece
- Greenland
- Hungary
- Latvia
- Lithuania
- Slovakia
- Italy

Inclusion on the list is based on the current epidemiological situation and related public health information in each location. The list and related travel advice will be reviewed on a fortnightly basis, based on advice from officials including public health experts. Any updates or changes will be made in line with Government decisions.

If you are considering travelling outside of Ireland:

Irish citizens travelling to locations with a ‘normal precautions’ (“green”) rating are advised to follow the public health guidelines of the local health authorities and to continue to practice physical distancing measures, hand hygiene and respiratory etiquette etc. The security rating for all other locations remains unchanged at either to ‘avoid non-essential travel’ (“orange”) or to ‘do not travel’ (“red”).

The purpose of the Department’s Travel Advice is to provide information to the general public so that individuals can make informed decisions for themselves. The COVID19 pandemic continues to accelerate internationally, and there are significant risks associated with international travel. Citizens should be aware of the possible limitations to any consular assistance that could be provided. Any citizens who are considering travel abroad are advised to monitor closely our travel advice and we recommend that citizens download our TravelWise App and follow us on Twitter. Citizens travelling abroad should also register with their local Irish Embassy or Consulate and regularly check their website and Twitter accounts for details of any local public health measures and travel restrictions.

Should you need to travel for essential reasons, you should inform yourself about any requirements in place in the destination to which you are travelling. Flight restrictions and route cancellations are happening on a daily basis worldwide and there is no guarantee that air routes will continue to operate as scheduled. Testing and restrictions may be imposed or may already be in place in other countries. It is important to check with your insurance provider on coverage at this time.

What to do on entering Ireland from abroad:

The Irish Authorities require anyone coming into Ireland, apart from Northern Ireland and individuals arriving in Ireland from locations with a security rating of ‘normal precautions’ (“green”), to **restrict their movements** for 14 days, and this includes citizens and residents returning to Ireland. Restricting your movements means staying indoors in one location and avoiding contact with other people and social situations as much as possible. To ensure that this is being observed all 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. For further details please see the **Irish Government Advice Page**. Exemptions are also 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.

Further advice for people who have **recently returned from abroad** is available from the HSE.

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. For more information please visit:

<https://www.gov.ie/en/campaigns/75d92-covid-19-travel-advice/>

Shannon, Cork and Dublin International Airport COVID-19 restrictions and rules (last updated on the 22nd July 2020)

- Passengers are strongly recommended to wear face masks or face coverings at all times when inside airport buildings or in car park shuttle buses. This recommendation applies to both arriving and departing passengers.
- Children under the age of 13 will not be asked to wear face masks and passengers who have a valid medical reason for not wearing a face mask will also be exempt.
- Passengers should bring their own face mask from home, but if they forget to do so, masks will be available for purchase at the airport.
- Only those travelling should enter the terminals, anyone not flying should not enter the check-in, departure or arrival areas at the airport. This advice is in line with the current EASA guidelines.
- The wearing of face masks is also strongly recommended for our employees in all situations in which social distancing is not possible or difficult. Certain employees will also wear additional PPE.
- Socially distanced and simplified queue management systems have been put in place in all areas of the airports. There are floor graphics and signage throughout Dublin Airport to remind passengers of the importance of physical distancing and public announcements detailing the guidelines for social distancing from Ireland's Department of Health are being broadcast at frequent intervals.
- There are 620 new plexiglass protection screens in areas where there is close contact between passengers and staff such as check-in, security screening, retail and food & beverage outlets, customer service desks, boarding gates, and US Customs and Border Protection (CBP).
- Socially distanced seating is in place in areas such as the boarding gates and food and beverage outlets and signage to indicate the maximum number of people permitted in bathrooms and lifts has also been installed.
- There are regular deep cleaning and disinfection regimes. All key contact surfaces, such as security trays, self-service kiosks, escalator handrails, and trolleys now undergo enhanced regular cleaning using state-of-the-art hospital grade cleaning equipment.
- Passengers are recommended to pre-book car parking online in advance. Contactless pay machines and entry columns are located in all car parks. Customers who have not booked online in advance can also use a contactless tap facility or insert their card upon arrival to the airport's car parks.
- Social distancing measures are in place on car park shuttle buses and face masks are strongly recommended to be worn during the bus journey.
- Please check with your airline in relation to the latest information in relation to your flight, as flight services are currently subject to change.
- Passengers and other airport users should continue to observe good hand and cough hygiene habits. Wash your hands frequently with soap and water or use an alcohol-based hand rub if your hands are not visibly dirty. There are 920 hand sanitiser units positioned in area throughout the airport campus. If coughing and sneezing, please cover your mouth and nose and sneeze or cough into a tissue or your elbow. Discard the tissue immediately and then wash your hands with soap and water or an alcohol-based hand rub.

Meet and Greet for Group Arrivals

Guides/meet & greet staff/chauffeurs will be permitted to meet passengers at the designated Meeting Points, which are outside the door of the Arrivals Hall in both terminals. The Meeting Points will be clearly signposted and members of Dublin Airport staff will be on hand to direct any passengers.

For Shannon and Cork Airport guidelines please click on links below:

<https://www.shannonairport.ie/covid-19-update/>

<https://www.corkairport.com/news/detail/2020/06/15/COVID-19-Update>

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

- All of our guides, tour managers and hosts/esses are qualified and certified according to Irish Tourism Board and Approved Irish Guides of Ireland Association
- All of 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 the 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 prior boarding the vehicle (currently 2mts distancing, this rule does not apply to the guests from the same household)
- All drivers are to report of their own health before starting work and not to arrive to the work place if displaying the symptoms
- Face covering must be worn on board at all times
- Load Capacity for both public and private coaches should not exceed 50% (please note the social distancing rule does not apply for passengers from the same household) therefore the seating plan should be reviewed and appropriate signage (UNAVAILABLE SEAT) should be adhered to.
- Vehicle disinfection to be conducted twice daily and all high touch points to be cleaned frequently
- Hand sanitizer dispenses must be provided on board (touchless where possible) at minimum alcohol content of 60%
- Signage: COVID -19 signage relating to hand and respiratory hygiene and physical distancing measures throughout the vehicles
- Keep the windows open for additional ventilation where possible
- Vehicle doors: only the driver can open and close the vehicle doors, the passengers should enter and leave via separate doors where possible
- 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

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

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

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, in accordance with GDPR regulations

- 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>

In the event of a suspected case

This section outlines possible scenarios if any member of the group (or the Driver or Tour Leader) displays any of the signs of Covid-19

At Airport

- Contact Airport Police and await instructions
- Keep remaining group separated from a suspected case. Preferably in an external spacious area
- Contact company management

At a Hotel

- Inform reception and ask they instigate Covid action plan for a suspected case in the hotel
- Remain there – each person/couple to remain in their rooms
- Whole group (driver and guide) to remain in their room awaiting further medical instructions
- Ascertain any potentially helpful information (such as underlying medical conditions, recent places of travel) from a customer
- Seek Medical assistance (local GP or Medical Centre/nearest emergency department)
- Client to speak to medical professionals directly where possible
- Contact On-call person from Tour company management via emergency phone
- Contact suppliers to advise of delays – cancellation due to Covid-19 and reference Force Majeure

At Visitor Attraction

If a customer (of staff member) shows symptoms and fulfils the criteria for a potential self-isolation then the Tour Leader must:

- Immediately contact the management / appropriate designated person at the site of Call 112 in emergency
- Contact on-call person from company management
- Gather the remainder of the tour group together (yet socially distanced) away from other persons
- Follow instructions/ advice from the relevant persons at 1 or 2 above

On the Road

In the event that a member of the group fulfils the criteria for a potential self-isolation, the Tour Leader will take the following actions:

- Contact on-call person from company management
- Make your way to the hotel where you are booked in for the night (or other agreed action)
- Ask that the destination hotel / Attraction instigate their Covid Action Plan

On-call person from Company Management – actions

- On-call person from tour company management will contact the hotel or attraction and speak to management / relevant persons there, confirming actions taken and agreeing a joint strategy and approach. This will vary according to the circumstances but in the event that contact is made while on the road then best practice would dictate that on arrival at the hotel the group are taken directly to their rooms. This will necessitate deviation from normal check in procedures.

Company management team will develop a clear communication strategy which includes all stakeholders. These can include:

- Customers and Families
- Agents
- Company Staff and Families
- Company Media/PR Partners
- HSE and other Public Health Bodies
- Covid Helpline Number for the Republic of Ireland is 1850 24 1850 available from 8am – 8pm Monday to Friday and 10am – 5pm Saturday and Sunday, in Northern Ireland this number is 111

- Hotel Suppliers
- Activity Suppliers
- Affiliated bodies such as ITOA, ITIC
- Relevant Visitor Attractions (AVEA)
- Government Tourism Bodies (Failte Ireland, Tourism Ireland, Dept of Tourism and Transport)
- Local Community Representatives
- Embassies