



Our Commitment to You

We look forward to welcoming you back to our hotel from the 3rd July. We appreciate that you may have heightened hygiene concerns regarding your stay, and trust in cleanliness standards will be critical to you in choosing to stay with us.

With that in mind we have put together this information to ensure you that our focus is on the highest standards of cleanliness and social distancing throughout our property to ensure safety for our team and our guests is our highest priority.

Prior to your Arrival

Hand Sanitizing stations have been installed around the hotel, including all entry & exit points.

All our staff have completed a comprehensive training in Hygiene and best practices regarding coronavirus prior to returning to work.

We have signage around our hotel to gently remind guests to keep practising social distancing.

A pre arrival Check-in is available to you before arrival with a dedicated area in reception to pick up keys to avoid queues.

Check In and Out

A couple of days before arrival a member of our front office team will contact you to confirm your reservation and requirements. They will also be able to take payment at this stage if preferred and arrange an expected time of arrival for you. You can also book any dinner reservations required at this time.

If you have arranged a Check-in over the phone you will just have to pick you key up on arrival. An information sheet will be provided with your sanitised keys.

Check In will be from 4pm onwards and Check Out is 11.30am

Your Accommodation

All of our accommodation team have undergone retraining on the newest protocols we have received which are all in line with the HSE and Failte Ireland guidelines

All accommodation staff will wear PPE and change PPE Aprons and Gloves between each room cleaning & sanitation.

Our high standards of cleaning will continue with additional sanitation of all areas in the room paying additional attention to hotspots such as door handles inside and outside of the room, light switches, telephone, remote controls and all surfaces.

Each Room will be fully inspected after cleaning before sanitation.



Dining

Breakfast

A member of our team will meet you and seat you to your table.

A disposable menu will be left on the table on your arrival.

We currently will be serving our hot breakfast to your table with some additional continental offering also.

Tea/Coffee & Toast and Orange Juice will also be served to your table.

Lunch & Evening Meals

The Granary Restaurant & Chapter Twenty Restaurant and Bar has been arranged to meet social distancing requirements.

Ongoing sanitation will take place in all public areas with special attention given to the hotspot areas throughout the day.

Reservations are required for dining to allow us space to allocate tables adhering to social distancing. You will be met on arrival and seated to your table. A sanitised menu will be given to you but if you prefer our menu is available on our website.

Your order will be taken, and a drinks order will be taken and delivered to your table. Our service team will deliver all drinks on trays.

No access to the bar counter is available and all seats have been removed from this area.

Please ask a member of our team if you require anything. Bills will be presented on request to your table and card payments are preferred if possible

Outside Dining is also available

We also ask if you could help us with meeting these requirements by the following measures

Observing social distancing with other guests and staff

Children to be supervised at all times

If you feel ill prior to your arrival please cancel your reservation

Please use the sanitation stations on arrival and during your stay

Your patience is very much appreciated at this time while we are getting used to our 'New Normal'